

ENGINEERING & CONSTRUCTION RISK INSTITUTE

Document number: ECRI-PE-011 (DESC)	Client Expectations/Client Surveys	Page: 1 of 1
Issued: 23 April 2012		

Purpose: As part of the Risk Management process, this Practice discusses the use of Client Surveys in order to better understand a client's expectations, and his view of the risks involved, so as to further the making of a successful project and result in a satisfied Client.

Introduction: Some E&C Contractors use formal Client Surveys as part of their project execution strategy in order to achieve alignment with the Client's team expectations and the critical success factors that the Client considers meets their overall project objectives. Depending on the size and nature of the project Client Surveys should be conducted at regular intervals throughout the project to maintain alignment between the E&C Contractor and the Client and to also identify any changes to the Clients expectations.

Managing client's expectations is a key activity to avoiding unnecessary confrontations, demands and claims. When Clients are involved in the process and educated as to what to expect during the design and construction phases of a project, then any minor problems that arise during the work can be reviewed early, defused and resolved amicably and effectively bearing in mind that the vast majority of claims involve unmet client's expectations. Project success is greater when there is alignment of expectations between the Client and the E&C Contractor, yielding increased predictability of cost and schedule, reduced probability of project failures, improved operational performance, better achievement of business goals, better definition of risks, and fewer scope changes.

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