

Determining Customer Satisfaction

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Siemens Demag Delaval is an OEM supplier of centrifugal compressor and steam turbine solutions for the process, oil & gas, and power industries. We treat all new unit, revamp and upgrade orders as projects.

Our challenge: To get meaningful feedback regarding customer satisfaction (ref. PMBOK®, 2000 Edition, Chapter 8, p. 97) to fuel our continuous improvement quality system, and to comply with the latest ISO 9001 requirements for a customer satisfaction process.

The solution: A consultant, Essential Resources LLC, was selected to work with us to develop a new process using telephone survey interviews conducted by the consultant's staff. Surveys were developed for start, middle and end of project, concentrating on particular PMBOK® process groups.

