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PPM Customer Satisfaction

Measure Project Customer Satisfaction to Identify Needs and Close Gaps

Your Journey Starts Here.

Measure Customer Satisfaction with Projects

Prioritize Key Issues & Create an Improvement Roadmap

Build Action Plans to Manage Critical Customers

The following report is a sample of what you will receive after completing the PPM Customer Satisfaction program. Each report is customized to the individual organization highlighting the PMO's most pressing needs.

Complete the diagnostic program to get the data you need to start your customer management journey.

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PPM Customer Satisfaction Copy: Inside the Report

1	**Measure Customer Satisfaction with Projects**	Once a year, take a step back from day-to-day PMO operations and look at the big picture.	Understand your customers' satisfaction with and needs from the PMO.	Build your framework for managing & improving security practices over the long term.
2	**Prioritize Key Issues & Create an Improvement Roadmap**	Assess how well you are achieving your PPM goals and identify areas for improvement	Remediate gaps in knowledge, alignment, and expectations, and optimize PPM practices	Prioritize quick wins to show your stakeholders that rapid improvement is a priority.
3	**Build Action Plans to Manage Critical Customers**	Understand satisfaction & needs by department, seniority, and individual.	Work with your most important and most dissatisfied customers to ensure their needs are met.	Empower your team to build relationships with key stakeholders to make the PMO a trusted business partner.

Project Portfolio Management

Customer Satisfaction

PPM
DIAGNOSTIC PROGRAM
POWERED BY INFO-TECH RESEARCH GROUP

To be completed by customers of the PMO as well as the head of the PMO or Portfolio Owner.

PREPARED FOR:

Barry Cousins, Senior Director, PMO Practice
Info-Tech Research Group

Powered by:
INFO~TECH
RESEARCH GROUP

Data is comprised of feedback from 5 respondents, including: Barry Cousins, Barry Cousins, Matt Burton, Trevor Bieber, Travis Duncan

Customer Satisfaction

Dashboard

PROJECT DELIVERY
PROJECT MANAGEMENT
CAPACITY
CUSTOMER MANAGEMENT
PROJECT CANCELLATION
ALIGNMENT

64% Overall Score

CUSTOMER SATISFACTION BY DEPARTMENT

See overall PMO satisfaction and compare customer satisfaction with Portfolio Owner self-assessment.

These scores express customer satisfaction by department. They represe evant response categories.

Portfolio Owner Satisfaction

83% Portfolio Owner

Customer Satisfaction

63% Research

68% Sales

Evaluate PMO performance across 6 areas and 18 sub-areas and see where the biggest alignment gaps are. Determine which areas require improvement and use this report to help you get there.

CUSTOMER SATISFACTION BY CATEGORY

PROJECT DELIVERY — CATEGORY SCORE: 69%

Sub-area	Portfolio Owner	Gap	Customer Avg.
Project Delivered On Time Weighting: 8.0	83%	25% GAP	58%
Projects Delivered On Budget Weighting: 5.0	83%	16% GAP	67%
Projects Delivered In Scope Weighting: 9.0	83%	ALIGNED	79%

CAPACITY — CATEGORY SCORE: 68%

Sub-area	Portfolio Owner	Gap	Customer Avg.
IT as a Bottleneck Weighting: 9	83%	12% GAP	71%
IT Capacity Weighting: 8	83%	25% GAP	58%
IT Value Contribution Weighting: 9	83%	8% GAP	75%

PROJECT MANAGEMENT — CATEGORY SCORE: 73%

Sub-area	Portfolio Owner	Gap	Customer Avg.
Quality Weighting: 8	83%	8% GAP	75%
Communication Weighting: 7	83%	16% GAP	67%
Productivity Weighting: 4	83%	ALIGNED	83%
Agility Weighting: 6	83%	12% GAP	71%

PROJECT CANCELLATION — CATEGORY SCORE: 40%

Sub-area	Portfolio Owner	Gap	Customer Avg.
Avoidance of Cancelled Projects Weighting: 10	83%	41% GAP	42%
Handling of Cancelled projects Weighting: 8	83%	45% GAP	38%

CUSTOMER MANAGEMENT — CATEGORY SCORE: 60%

Sub-area	Portfolio Owner	Gap	Customer Avg.
Clarity of Business Goals Weighting: 10	83%	12% GAP	71%
Analysis of Requirements Weighting: 5	83%	12% GAP	71%
Involvement in Testing Weighting: 5	83%	29% GAP	54%
Leadership in Change Communication Weighting: 7	83%	41% GAP	42%

ALIGNMENT — CATEGORY SCORE: 71%

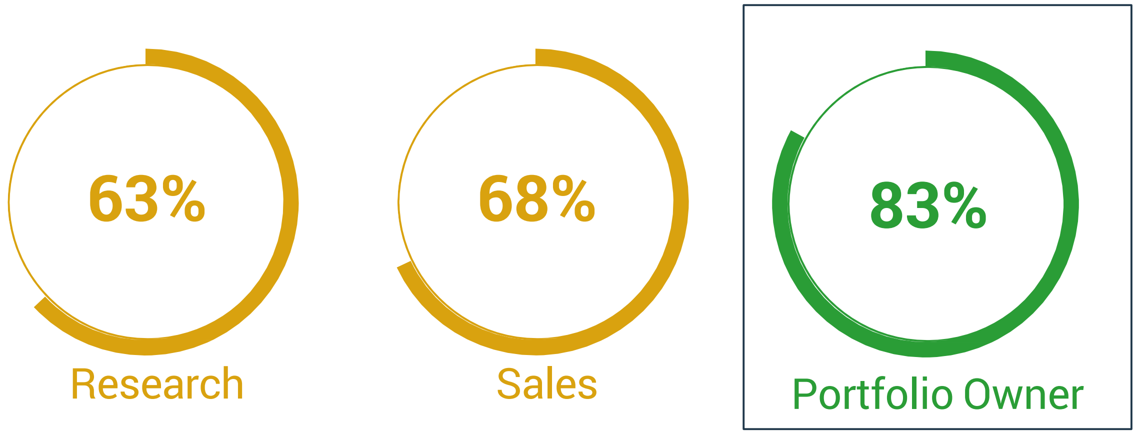
Sub-area	Portfolio Owner	Gap	Customer Avg.
Strategic Alignment Weighting: 8	83%	5% GAP	88%
Alignment with Operational Goals Weighting: 6	83%	33% GAP	50%

REPORT OVERVIEW
01 Dashboard
02 Customer Satisfaction All Departments
03 Customer Satisfaction and Feedback By Department
04 Scoring Methodology

Customer Satisfaction

All Departments

These scores express customer satisfaction for all departments. They represent the arithmetic mean of all customer responses for each department factored by the relative weightings of the various response categories.



See PMO satisfaction at a glance by department, and compare it with the Portfolio owner. Identify dissatisfied departments and work with them to better meet their needs.

Sales

Satisfaction with PPM Practices

Assess PMO satisfaction by department. Partner with department leaders to understand and address their unmet needs.

DEPARTMENT SCORE

68%

Compared to all department score of: 64%

CUSTOMER RESPONDENTS — Barry Cousins

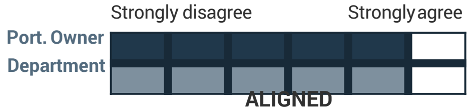
PROJECT DELIVERY

Despite the movement towards Agile, customers still think about the three-constraints model of time, cost, and scope.

Project Delivered On Time — Weighting 8

"Our project are delivered on time."

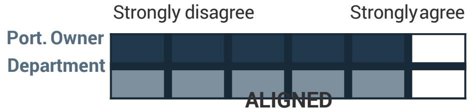
Project timeliness depends on making sure you get the resources that were allocated.



Projects Delivered On Budget — Weighting 5

"Our projects are delivered without exceeding the original budget estimate."

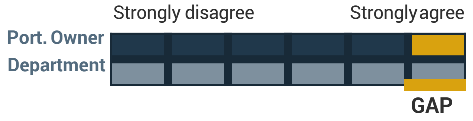
Hold to realistic timelines early in the project to contain the people-related costs.



Projects Delivered In Scope — Weighting 9

"Our projects are delivered within the intended scope of results."

Putting the right processes in place is the key to managing scope in any project management paradigm.



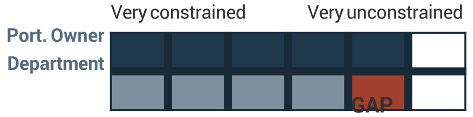
CAPACITY

IT capacity is a fundamental driver of throughput, satisfaction, and value.

IT as a Bottleneck — Weighting 9

"To what extent is your group constrained by IT from reaching its strategic goals?"

IT services can drive or impede strategic goals.



IT Capacity — Weighting 8

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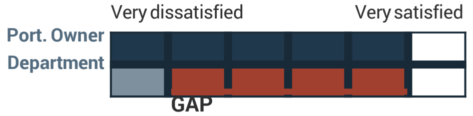
Your analysis should distinguish IT's capacity from their ability to execute.



IT Value Contribution — Weighting 9

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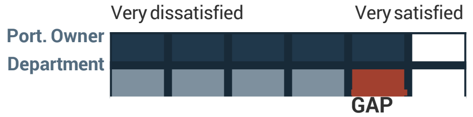


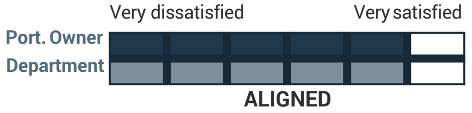
PROJECT MANAGEMENT

Effective project delivery revolves around clear communication, prudent prioritization, and realistic expectations. Ensure that your funding goals are properly aligned with the level of resourcing.

Quality — Weighting 8

"Overall, how satisfied are you with the quality of project results?"

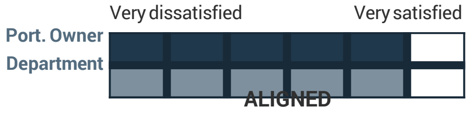
Emphasize quality to keep the projects moving forward.



Communication — Weighting 7

"Overall, how satisfied are you with the quality of project communications?"

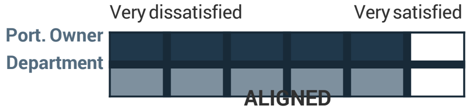
Communication is fundamentally about aligning resources with requirements.



Productivity — Weighting 4

"Overall, how satisfied are you with the productivity of your project teams?"

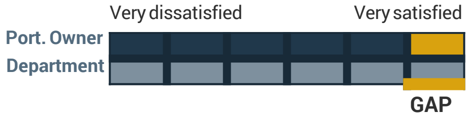
Productivity is not about how much you do, it's about what you get done.



Agility — Weighting 6

"Overall, how satisfied are you with the agility of project teams when the scope, resourcing, or timing of projects needs to change?"

Agility requires timely analysis of the changing requirements to maintain quality and effectiveness.



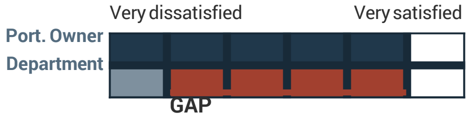
PROJECT CANCELLATION

Cancelled project costs are the purest form of resource waste.

Avoidance of Cancelled Projects — Weighting 10

"How satisfied are you that the organization minimizes spending if projects get cancelled before completion?"

Effective project portfolio management limits waste by recognizing projects that shouldn't be started in the first place. This is an essential skill for traditional (i.e. non-Agile) organizations.



Handling of Cancelled projects — Weighting 8

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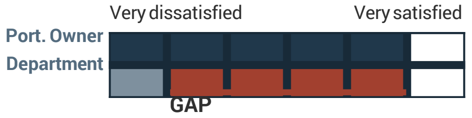
If a project needs to be cancelled, then the sooner the better. This is an essential skill for Agile organizations.



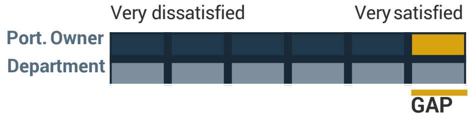
CUSTOMER MANAGEMENT

As more organizations move toward Agile methodologies, customers are becoming increasingly involved throughout the project cycle. Clarifying customer roles, requirements, and expectations is important for project success.

Clarity of Business Goals — Weighting 10

"How satisfied are you that project goals are clearly stated by the customer and understood by the project teams?"

Project quality suffers when the business goals are unclear or unstable.



Analysis of Requirements — Weighting 5

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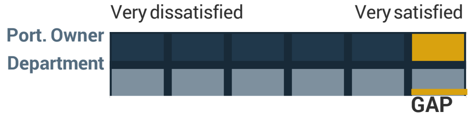
The project customer needs to be aware of the broader impact of their requirements to ensure their improvement doesn't cause another area to suffer.



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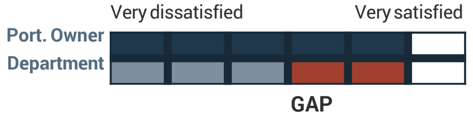

Leadership in Change Communication — Weighting 7

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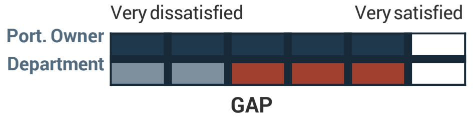
Communications are more effective coming from the area that sponsored the project.



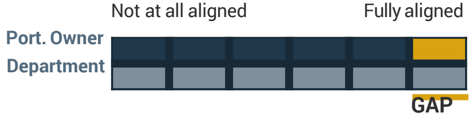
ALIGNMENT

The integrity of your project intake process is measured by Strategic and Operational alignment.

Strategic Alignment — Weighting 8

"To what extent is your project portfolio aligned with the organization's business strategy?"

Avoid a high-quality focus on the wrong projects.



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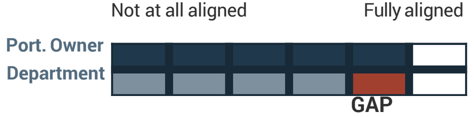
Align the portfolio with operational metrics to avoid causing new problems as you solve the old ones.



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Sales Customer Feedback

What is your most pressing pain point regarding project portfolio practices?

Barry Cousins	Watching resources get stolen by purely administrative work (i.e. call booking), which increases at the exact time we need focus on the projects because the rest of the organization has constraints.

What is the greatest opportunity to improve the effectiveness of project portfolio management practices?

Barry Cousins	If we formalize the PPM practice and roles, we'll find out that it costs very very little to size this appropriately for our practice.

Get prescriptive feedback from your customers. Use pain points and opportunities to guide your improvement initiatives.

63%

DEPARTMENT SCORE

Compared to all department score of: 64%

CUSTOMER RESPONDENTS – Matt Burton, Trevor Bieber, Travis Duncan

PROJECT DELIVERY

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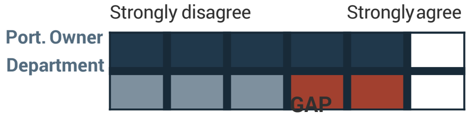

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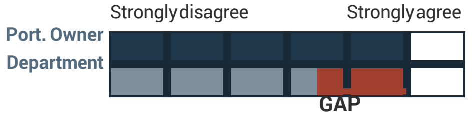

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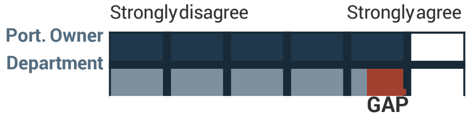

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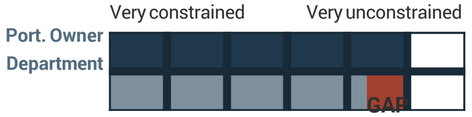

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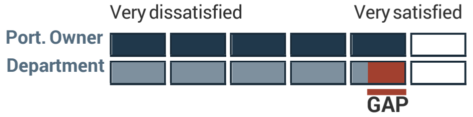

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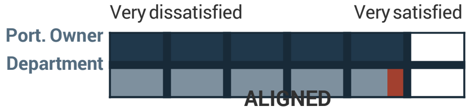

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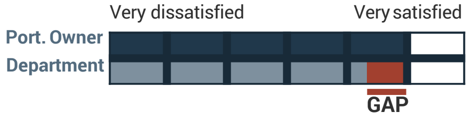

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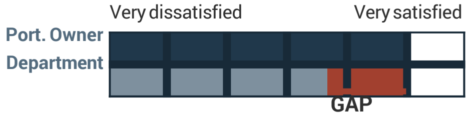

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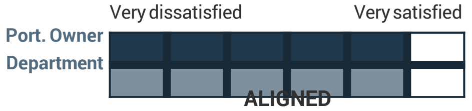

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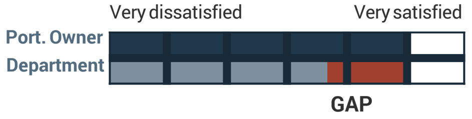

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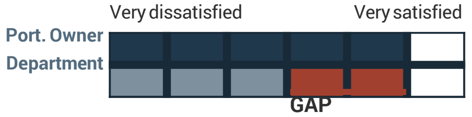

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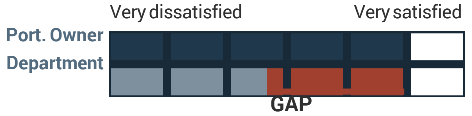

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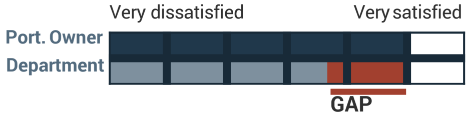

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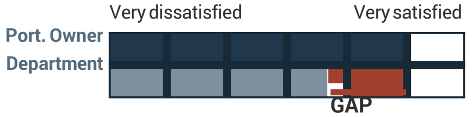

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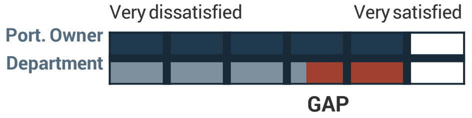

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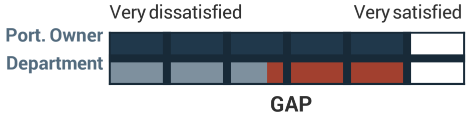

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Strategic Alignment

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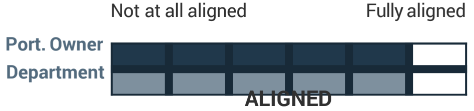

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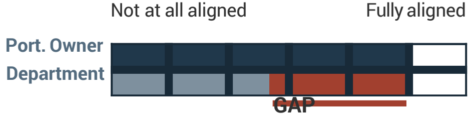

Research Customer Feedback

What is your most pressing pain point regarding project portfolio practices?

Matt Burton	Visibility of project reporting and status across the team.
Travis Duncan	Too much demand, not enough resources

What is the greatest opportunity to improve the effectiveness of project portfolio management practices?

Matt Burton	Streamlining "feeding the portfolio". Having current or past projects streamlined give insightful data back, and help to shape future projects.
Travis Duncan	PMI training