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Perry Construction Management, LLC Achieves Exceptional Rating in First-Ever Client Satisfaction Survey

Service-Disabled Veteran Owned Small Business earns top marks for communication and relationship

December 18, 2020 (Atlanta, GA): Perry Construction Management, LLC (PCM) today announced results of their first ever comprehensive client satisfaction survey. The company achieved an aggregate score of 4.5 out of 5 across 10 assessment categories.

PCM continually looks for ways to improve the quality of services provided to clients. This survey was the first structured approach to capture direct input from all clients to help in this effort. Clients evaluated the company on:

- Quality of Product or Service
- Safety Monitoring
- Schedule
- Cost Control
- Communication and Relationship
- Management of Key Personnel
- Reliability
- Overall Customer Support
- Invoicing and Administration
- Overall Project Performance

A score of 4.5 translates to an 'Exceptional' rating. According to the survey results, the company achieved a 4.1 score or higher in every category. The highest average score was for 'Communication and Relationship', followed closely by 'Reliability' and 'Safety'.

Survey design was based on the Contractor Performance Assessment Reporting System (CPARS), published by the U.S. Federal Government. The CPARS model is used by government agencies to evaluate quality of work delivered by contractors. Performance is assessed using standard definitions and descriptions.

"For many years our clients and partners have told us we deliver excellent service and that they love working with us," said Ron Perry, President and founder of PCM. "It is rewarding to receive affirmation of those past comments. Just as importantly, we learned specific ways to improve how we serve clients."



“Meeting project objectives is essential, but we are not stopping there. Our ultimate goal is to be recognized by our clients as providing best in class services. The feedback on this survey will help get us there faster.”

The company announced a new initiative launching in early 2021. The *Project Performance Review* program will collect input from every client on every project. This will include a short check-in at mid-project and a complete performance survey at the completion of the project.

About Perry Construction Management: Perry Construction Management, LLC is a service-disabled veteran-owned construction management service provider founded in 2015. With offices in Georgia and Illinois, PCM specializes in projects for Fortune 500 and Federal Government agencies. Using their proven process, the Strong Foundation Approach, PCM ensures project success with competent, capable construction management. Visit www.perrymgmt.com to learn more.

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