

Purpose: *Ordinary people think merely of spending time. Great people think of using it. —Unknown*

Customer Service

The Honolulu District's 14-Point Customer Commitment Plan

The Honolulu Engineer District is dedicated to providing a full spectrum of planning, engineering, design, contracting, construction and support services for our customers throughout the Pacific Region. We want to delight our customers on every project and become your engineering and service provider of choice. Here is our 14-point commitment plan:



Planning and Design

- 1 We will meet with you to discuss your requirements and desires.
- 2 We will establish a Project Delivery Team, with you as an active team member, to formulate a Project Management Plan. This Plan will clearly define project scope, objectives, expectations, schedule, contracting considerations, and budget.
- 3 We will assign a Project Manager, as your liaison, to keep you fully informed of project status. The Project Manager will be responsible to lead the Project Delivery Team in meeting our commitments to you as defined in the Project Management Plan.
- 4 We will provide you opportunities for feedback during design development to ensure your requirements are fully satisfied.
- 5 We will conduct thorough technical and Biddability, Constructability, Operability, and Environmental reviews to minimize cost growth and schedule delays during construction.
- 6 We will respond to your phone inquiries within one day and written inquiries within seven days.

During Construction

- 7 We will enforce a rigorous safety program by ensuring a complete safety/accident prevention plan is developed and that weekly toolbox meetings are conducted. In addition, we will provide the necessary construction oversight to assure that the contractor's safety program is effectively implemented.

- 8 We will deliver projects within schedule and budget by timely resolution of field issues.
- 9 We will develop and maintain an effective Quality Control/ Assurance Program by implementing a three phase control process for each definable feature of work consisting of preparatory, initial, and follow-up inspections.
- 10 We will keep you informed of construction progress through a combination of phone calls, visits to your office, and e-mailed digital photos and progress reports.

Post Construction

- 11 We will involve all Project Delivery Team members in conducting After Action Reviews to capture, formulate, address, resolve and document lessons learned to provide for continuous improvement.
- 12 We will provide After Action Reviews on design and construction to assist you in planning for future projects.
- 13 We will provide Operation and Maintenance training for personnel upon project completion, as required.
- 14 We will provide Computer Aided Design Drawings (CADD) files of as-built conditions within sixty calendar days after final inspection.