

## For Immediate Release

### **A/E INDUSTRY CUSTOMER SERVICE GRADES SHOW IMPROVEMENT IN 2010**

**Newton, MA (PRWEB) December 8, 2010**— According to Morrissey Goodale's 2010 *A/E Customer Service Report Card*, overall satisfaction with the industry's customer service has shown significant gains. While only 16% of respondents rated their overall satisfaction with A/E customer service as an "A" in last year's Report Card, more than half (56%) of respondents rate their overall satisfaction as an "A" in this year's final report.

The project owners interviewed for the 2010 Report Card included both public- and private-sector clients of architecture and engineering firms in six market sectors: transportation, health care, higher education, federal, municipal, and real estate development.

More findings from Morrissey Goodale's 2010 *A/E Industry Customer Service Report Card* include:

- **Project owners give A/E firms the highest grades in the areas of integrity and technical ability.** Project owners give A/E firms an average score of 91 (out of 100) for their integrity, while they give the industry an average score of 89 for its technical ability. This marks the second consecutive year when integrity and technical ability received the best marks from project owners.
- **Project owners give A/E firms the lowest grades in the areas of budget and project management.** Project owners give A/E firms an average score of 84 (out of 100) for their budgetary capabilities, while they give the industry an average score of 84 for their project management as well. This marks the second consecutive year when budget and project management received the lowest marks from project owners.
- **Project owners give slight edge to architecture firms over engineering firms for customer service.** Architecture firms received higher average scores in six of the thirteen categories of customer services that were surveyed, while engineering firms have higher average scores in four categories. Architecture and engineering firms receive the same scores in three other categories. Last year, engineering firms scored higher in most customer service categories.
- **Overall, private-sector owners are more satisfied with the level of customer service from A/E firms than public-sector owners.** In each of the 13 customer service categories, private-sector clients award higher average scores than do their public-sector counterparts.
- **Project owners in the transportation market give the A/E industry the lowest marks for customer service.** In five of the thirteen customer service categories, transportation owners give A/E firms the lowest average scores. That's the most of any of the six market sectors surveyed.

Morrissey Goodale's 2010 *A/E Industry Customer Service Report Card* is now on sale at [www.morrisseygoodale.com](http://www.morrisseygoodale.com)



**About Morrissey Goodale LLC**

Morrissey Goodale LLC is a leading management consulting and research firm serving the Architecture Engineering and Construction (AEC) industry. Headquarters are located at Riverside Center 275 Grove Street, Suite 2-400, Newton MA, 02466. The company can be reached at 508-650-0040 or on the web at [www.morrisseygoodale.com](http://www.morrisseygoodale.com).

**Contact**

Marie Kelfer

508-650-0040

[mkelfer@morrisseygoodale.com](mailto:mkelfer@morrisseygoodale.com)