2) Project evaluation – external

Why do we do it?

To ensure client satisfaction and to capture the client's experience of working with Awave.
The client's opinions also gives Awave valuable information when it comes to upcoming marketing efforts.

It's also an important step for Awave to be able to evaluate any project, to ensure that the project has been completed according to the Delivery Process.
We measure part of our quality through received answers from clients, so the answers they provide are truly important to us.

How do we do it?

By using the **web based "Project evalution" survey** which the client may voluntarily (and anonymously) answer.
The result is available directly in the PM Microsoft Teams room**, Evaluation of the cooperation**, compiled and per answer from the client.

Who's responsible for external evaluation, and when do we do it?

The **Project Manager (PM)** is responsible for informing Quality Assurance Manager (QA) that a project is finished and to send QA the client's contact information (name, role in the project and the email address), no later than 1 week after launch.
If there's been a partial launch however, PM can choose to do evaluation of a project at a later moment if they deem there's a better opportunity.

Once QA recieve the contact information to the client from PM, **QA** is responsible for sending out the survey.