

Subject: Collins Control Performance in the Contractor Continuous Improvement Program

Arizona State University is the location of the only research center which identifies the performance of construction contractors (on-time, on-budget, and meeting quality expectations.) Collins Control has voluntarily approached ASU to do the following:

1. Identify performance.
2. Continue to rate performance of all on going projects.
3. Compare performance of different site superintendents and crews.
4. Identify trends of performance to continuously improve.
5. Post performance on Internet.
6. Educate owners on performance.

The following are the average performance numbers:

Entity	Overall Performance Rating	Returned Surveys
Collins Control & Electric Inc.	9.12	28
Performance Based Industry Average (Utah and Hawaii)*	9.12	20

**The industry average is based on the average of 76 electrical companies located in Hawaii and Utah.*

Collins Control is a high performance contractor based on the following:

1. 9.67 rating on honesty, level of performance, and hire again based on performance.
2. Over 9.0 average on rating system of 1 – 10.
3. Industry average is based on only contractor's best jobs while Collins Control average is based on all projects.
4. Meets or exceeds industry averages despite using ratings on all projects.

ASU is continuing to monitor the performance of Collins Control. It is our experience that only the highest quality contractors continually monitor their performance. Any facility owner that has used Collins Control can rate their performance. Dissatisfied customers can also contact ASU to impact the performance line. If there are any questions, contact us at the listed phone, fax, or email addresses.

DEAN T. KASHIWAGI
Director