QBS and Client Satisfaction

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Does QBS Increase Client Satisfaction for YOU THE OWNER? YES! QBS is widely recognized for promoting better business relationships between the contracting parties, largely because QBS provides better service, better quality, and better value for clients and, ultimately, for the taxpayers.

A quantitative study found that QBS projects exhibit a wide variety of positive outcomes—ranging from better-controlled costs and on-time schedules to increased creativity in the design, and more enduring quality. In fact, 100% of surveyed clients gave top marks when ranking their projects’ quality. It’s no wonder that 93% of project owners rated their overall satisfaction of the projects as “high” or “very high.”

QBS yields projects that are high quality and lasting professional relationships are built between clients and designers often willing to partner in the future.

Click here for more information
What is QBS?

QBS is a proven step-by-step process that facilitates selecting the right professional design firm based on overall merit of their qualifications and design approaches. This creates a fair competition, and encourages creativity, innovation, and deeper thinking about the entire life-cycle of the project.

Click here for a video summary