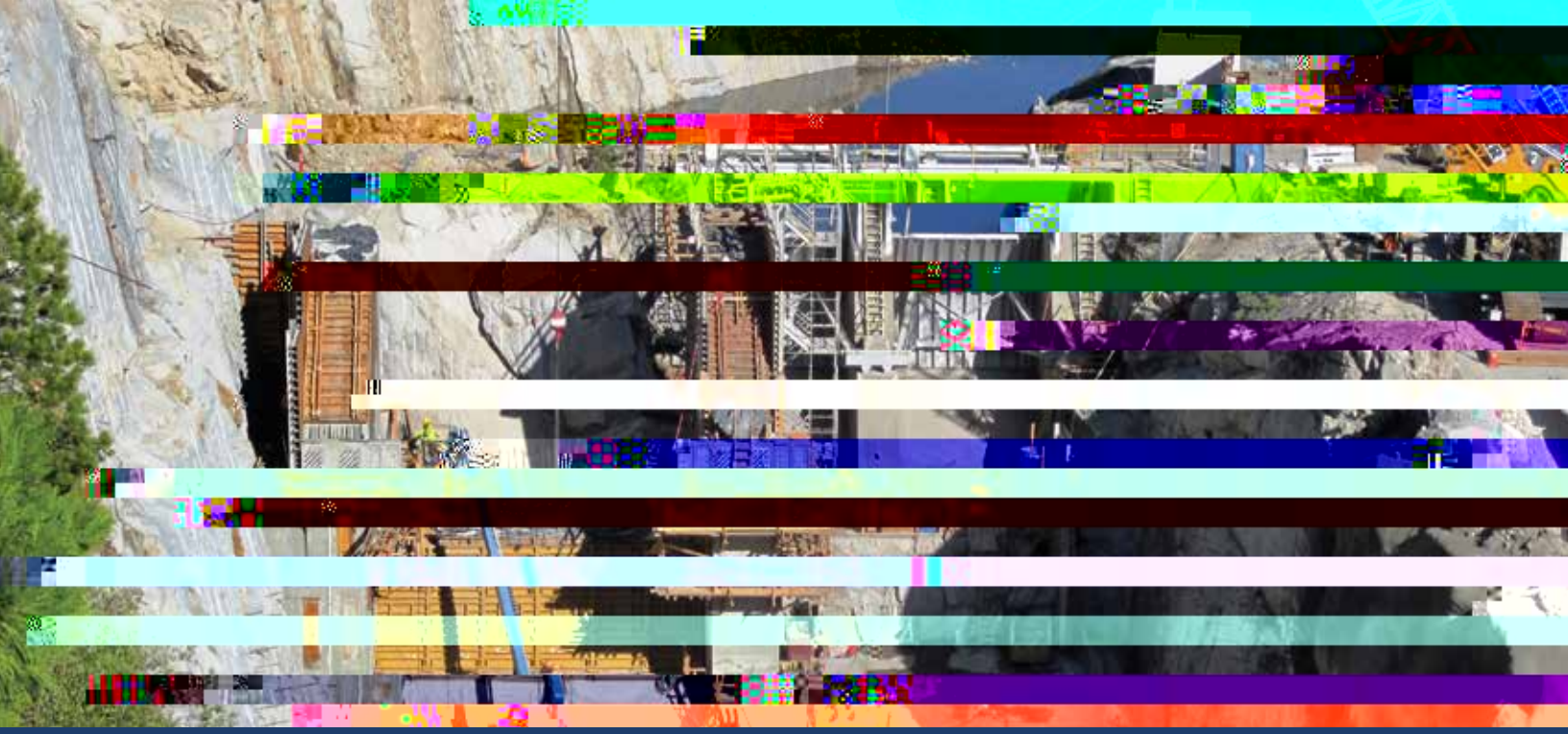
CMAA
Fou



THE CM IMPACT LIBRARY

CMAA a a a e r f f ajr r jec c er a e rea ed a d de cr bed e be e e a e b a ed fr r fe a C r c Ma age e . T e CMAA I ac L brar ca be acce ed a .c aa e . rg/ ac - brar .

Mc

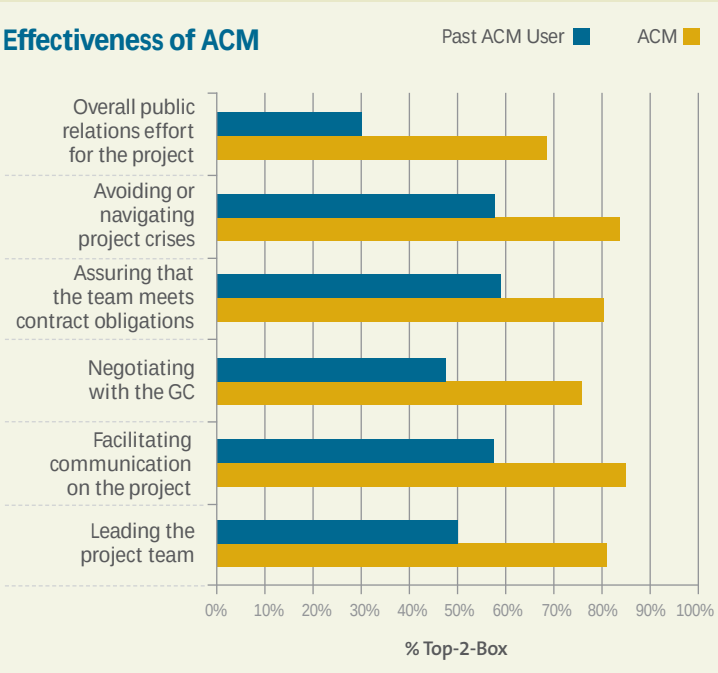
McGra H C r c c ec e e, rjec , a d r d c acr e de g a d c r c d r. A re ab e a d r ed rce, e c a r de c r c rjec a d r d c f r a , a a d ec ca , d r e , ar e re earc , a d d r re d a d f reca . McGra H C r c ffer a ar e f , a ca , a d re rce a e bed e r f c er , r d g e e f r a a d e ge ce e eed be re cce f .

Bac ed b e er f bra d , D dge, S ee , Arc ec ra Rec rd, a d E g eer g Ne -Rec rd (ENR), McGra H C r c er e re a 1 c er e g ba c r c c .

Likelihood to Recommend

Not at all likely 2

Effectiveness of ACM



(Responses from owners using ACM on the surveyed project, and from owners who have used the service in the past, although not on the current project. "Top-2-Box" indicates rankings of 4 and 5 on a scale of 5, i.e., highly or very effective.)

NO SURPRISES

Projects with an ACM did somewhat better than non-ACM projects in this study in terms of meeting or beating budget and schedule goals.

With an ACM, 84.9 percent of projects finished on or under budget, compared to 81.9 percent of the non-ACM projects.

68.8 percent of ACM projects were on or ahead of schedule, compared with 65.9 percent of the non-ACM projects.

But owners also reported how often these schedule and budget outcomes were surprises to them. For example, among non-ACM users whose projects finished behind schedule, this outcome was "unexpected" to 58.7 percent. Even when a project finished ahead of schedule, it was a surprise to 59.5 percent of non-ACM owners.

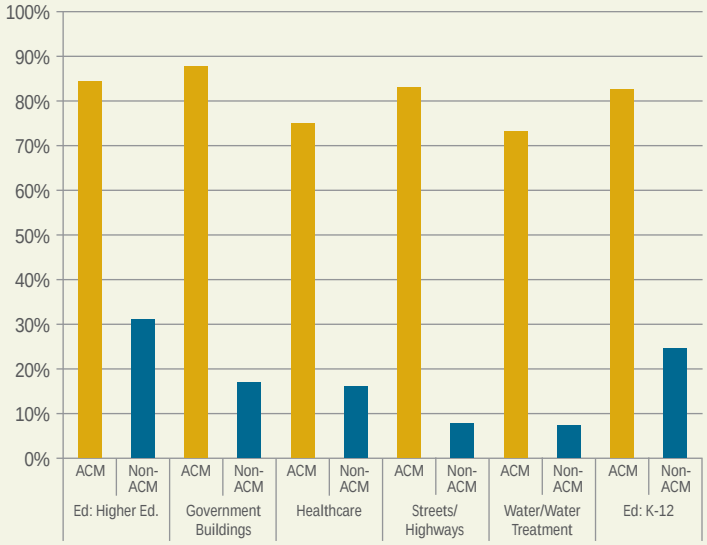
Whether their projects finished on, under or over budget, ACM client owners knew what to expect. This is no surprise, considering the 86 percent who rated their CMs highly effective in facilitating communication!

CM HELPS EVEN PROBLEM PROJECTS

Even among projects that were over budget, behind schedule, or both, the value of professional CM was recognized. 88 pk

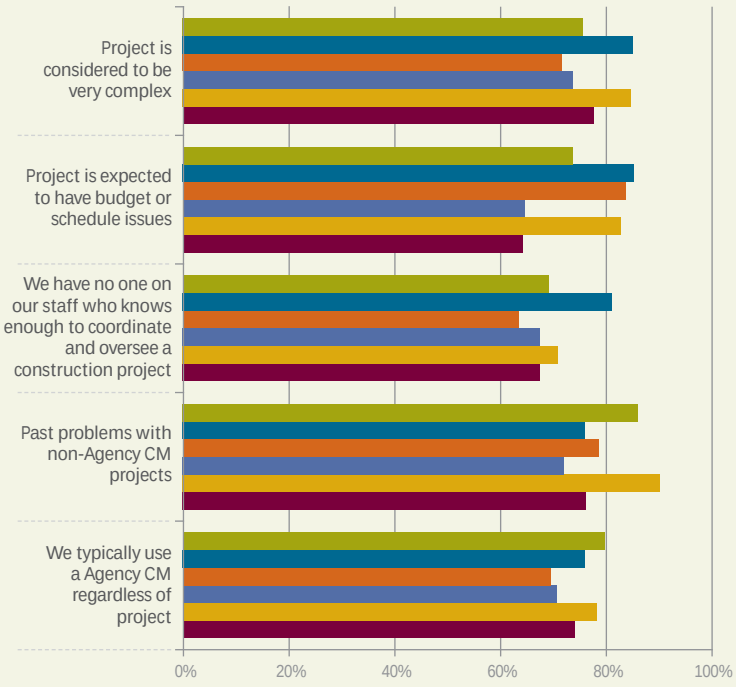
FUTURE USE OF ACM

Percent Saying Yes



Across all project categories studied, a minimum of 73 percent of owners who used Agency CM on this project would use it again in the future. In four categories, this likely-to-use score exceeded 80 percent.

Reasons for ACM Use



Owners not using ACM on the surveyed project were asked what they would consider strong reasons to use the professional service on a future project. Complexity, schedule and budget concerns topped the list of factors.