

QBS Please Print and Post QBS

Maine QBS Newsletter

September – October 2014

Feedback from our Readers and their Organizations

The Maine QBS Council consisting of 2 representatives each from AIA-Maine, ACEC-Maine and the Maine Society of Professional Engineers (the 3 program sponsoring organizations) has been in existence for a little over 22 years. Since the beginning, the Program/Council has employed 2 individuals, consecutively, to serve as the Organizations "Facilitator". The Facilitator has written Newsletters or articles to be distributed as a part of each Sponsoring Organizations Newsletter. For the past 16 years, the QBS Program has maintained a website that included a wide variety of QBS related information. Both the Newsletters and the QBS website make information available but is the information read and does it convey the intended message?

Statistical information available from our website provider does give us an indication of the number of visitors to the QBS website, the pages that were accessed and the duration of the visit, some idea of repeat visits and very limited information as to the location of the person that accessed the site. As a result of these statistics, we have some idea as to traffic but little indication of what brought the visitor to the QBS site or if the website visitors found the desired information. There is even less feedback from the readers of the various organizational newsletters or from the Sponsoring Organizations through their representatives on the Maine QBS Council.

There is an old proverb that indicates "Silence is Golden" but that may not be true in every application and on every occasion. Federal procurement laws require the use of the QBS Process for the selection of design professionals as well as some of related professional services by all Federal agencies and in most instances extends to the use of grant funds distributed by Federal agencies. Maine has a law requiring the use of QBS for State of Maine Projects and Public School Projects. It has been several years since the Maine QBS Council received any reports of professional service procurement in Maine that failed to comply with applicable statutes. Possible "Silence is Golden" and all professional procurements that is required to use QBS, has in fact followed all of the appropriate procedures.

This still leave the open question about communications of the QBS story. Communications is not just the distribution of a message, it also requires that the message be received by the intended party AND the recipient understands the message that was intended to be conveyed. Without some feedback, the QBS Council has little way of knowing if the messages that have been conveyed have been done so in an understandable manner.

For more information about the Maine QBS Program, visit the QBS Website www.meqbs.org
Or contact the Maine QBS Facilitator; Dick Eustis, PE; 35 Pride St; Old Town, ME; Phone 207-827-2238; Email eustis@infionline.net