

Service Standards for Project Management and Delivery

Issued: August 2020
Reviewed: December 2021
Next review: December 2022

Ministry of SaskBuilds and Procurement

Maintained by: Corporate Strategy and Services Division

This document outlines the service standards customers can expect from the ministry.

Service Standards for Project Management and Delivery

Service standards publicly state the level of performance that citizens and clients can reasonably expect to encounter from the Ministry of SaskBuilds and Procurement under normal circumstances.

Service description:

Project management and delivery of client tenant improvement or new construction/renovation projects to meet their program needs.

How you can request this service:

Client ministry tenant representative submits a client request form to a SBP Planner to initiate the request/project process.

Work hours:

Normal hours of operation 8:00 AM to 5:00 PM Monday to Friday excluding statutory holidays.

Contact details:

After the project begins contact the assigned Project Manager. Prior to the project please contact the assigned Planner.

Service	Customer action required	Service Standard	Target	How to measure
Project Management and Delivery	Approved Project Charter, Plan and scope changes.	Project delivered on budget.	90%	Compare results to approved Project Plan baseline.
		Project delivered on time.	75%	