Compass: Communications Project Assessment Tool

Best Practice – Team Building

PTAG
A CAPITAL PROJECT SERVICES PARTNER

What It Is

Compass is an assessment tool used to measure the effectiveness of communication in a projects during the execution phase. It is a CII Best Practice tool. It collects communication data by surveys, analyze them, and produces report for review.

Why You Need It

- Effective communications are essential to the successful completion of projects.
- Detailed analysis through scoring six critical categories of communication
- Optimize information flow.
- Analyses and identify weaknesses permitting improve the strategies.

What You Need

1. Assemble the team
Use the tool after the project team is assembled to provide a baseline assessment.

2. Fill the information solicited
Project Manager needs to complete the project details in the poll.

3. Sent the survey
The Team should answer the questionnaire provide it by the manager according to their role.

4. Report
The tool is going to evaluate the answers and report base on the six communications categories. (explain them in the next page)
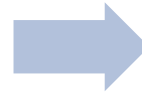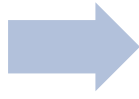
History

- **1996**
  First Compass version, provided ways that gave the project manager a method to measure the effectiveness communication in the team during the execution phases

- **2011- Present**
  Second Compass version, updated the previous tool. Version two helps make the tool more accessible by putting it in an Excel format. Also, this new version includes guides for the users to help facilitate the Assessment.

Project Team Communications
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Investigation process

Questionnaire Development
- Information scan
- Problem identification
- Questionnaire model
- Questionnaire review

Data Collection & Analysis
- Case identification
- Data collection
- Data preparation
- Thesis acceptance/Data analysis

Diagnostic Tool
- Questionnaire review
- Development of communications effectiveness score
- User guide development
- Documentation

Main Compass Structure

1. Introduction.
2. User's Guide.
3. Project information.
4. Project Information Responses.
5. Questionnaire for each role.
6. Reports.

Benefits

✓ Identify significant information and key variables.

✓ Parameterize the project success and efficacy communication relationship.

✓ Determine the areas to improve.

✓ Set up a methodology and database for monitoring.

Categories Of Critical Communication Issues

1. Accuracy.
2. Timeliness.
3. Completeness.
4. Understanding.
5. Barriers.
6. Procedures.