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Diagnostics Plus Offers Program to Assist Physical Plant Managers.

State College, PA – Diagnostics Plus, a customer and employee satisfaction research firm, announces an expanded service to the college and university market. The service is called Resource Priorities and Performance Research (RPPR): A Data-Driven Multi-Stakeholder Approach. The RPPR service is a process that engages multiple stakeholder groups at a college or university to help them make critical facilities management decisions. Diagnostics Plus completed similar studies for Penn State University and the Massachusetts Institute of Technology (MIT).

Resources are limited for physical plant directors and facilities managers. Therefore, it is only prudent that institutions of higher education prioritize what concerns should be addressed in order to maximize the stakeholder satisfaction. Various stakeholders include administrative leadership, academic deans and directors, staff, students and others. Through the RPPR effort colleges and universities are better positioned to optimize resources and maximize satisfaction.

Diagnostics Plus uses a variety of tools in the RPPR process, primarily surveys and interviews, but more importantly an understanding of how to work in the academic environment and how to best communicate the results of the research.

Diagnostics Plus has provided research services to a wide variety of clients for almost two decades. It conducts research in the U.S. and internationally, completing over two hundred studies a year. As a full-service market research firm, it offers expertise in all forms of market research including customer and employee satisfaction and new product development in key industries including education, manufacturing, technology, health care and transportation among others. Additional information can be found at www.diagnosticsplus.com.