

**Second Bayshore Condominium Association
Management Company Evaluation Criteria vs. Objectives**

Criteria	Objectives							Total Importance Score	Importance Score
	Cost Savings	Continuity of Operations	Association Records for Board Useful	Better Owner Experience	Better Project Management	Better Board Experience	Importance		
Company									2.8
Back Office Systems	2	5	10	8	7	8	40	8.9	
Web Site Support		10	10	5		10	35	7.8	
Longevity	5		5	9	9	9	37	8.2	
Knowledge Base	5	5			3		13	2.9	
Branch									4.0
Capacity		10	2				12	2.7	
Locality		8		9	5	1	23	5.1	
Support Skill Level	2	1	10	10	7	1	31	6.9	
Support Depth		10			7		17	3.8	
Experience	10	10	8	10	7		45	10.0	
Established Business Processes	5	10	5		5	8	33	7.3	
Personalization		5		10		5	20	4.4	
Assigned CAM									3.2
Skill Level	7	7		10	10	10	44	9.8	
Experience	8	7		10	10	10	45	10.0	
Personnel Management	7	6		9		7	29	6.4	
Time on-site		3		8	8	9	28	6.2	
									100
									10