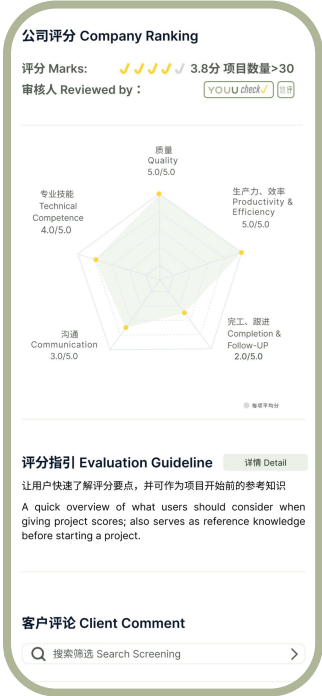


程式使用教程 Apps User Guide

评分方程式 Marking Equation

“悠评”评分系统分为五大类别：
技术能力、
沟通表现、
生产力与效率、
质量，
以及完工与跟进，
供客户评定其满意度。这五项分类简洁明了，却能全面反映每个项目的服务质量水平。
公司的该项目评分将根据上述各项类别的平均分计算得出。系统中的公司总评分则由所有累积项目的平均分构成，并展示于排行榜中。排行榜会根据公司的项目数量进行分组，以确保对每家参与公司的评分更为准确和具代表性。

“YOUUcheck” evaluation system is structured into five major categories: **Technical Competence, Communication, Productivity & Efficiency, Quality, and Completion & follow-up;** allowing clients to assess their level of satisfaction. These five categories are concise yet comprehensive, effectively capturing the key dimensions of service quality for each project. The company’s score for each project is calculated as the average of the ratings across these categories. The Company Overall Score within the system is then derived from the average score of all accumulated projects and displayed in our ranking list. The ranking list is further segmented by the number of projects a company completed, ensuring a more accurate and representative scoring framework for each participating company



评分系统 Evaluation System

评分方程式 Marking Equation

“悠评”与香港理工大学设计学院的服务创新设计专业团队共同开发了一套专业评估系统，其核心理念是：最可靠的反馈始终来自真正接受过服务的客户。此系统为客户提供一个简单、准确、可信的评分渠道，让他们在项目全过程中对服务提供者进行评价。

在项目执行期间，平台提供 **日历、报价单模板、工作日记** 等工具，协助客户与服务提供者整理并记录项目进度。随着项目推进，评估系统会向客户发出多次简易评分表，以促进沟通并推动持续改进。

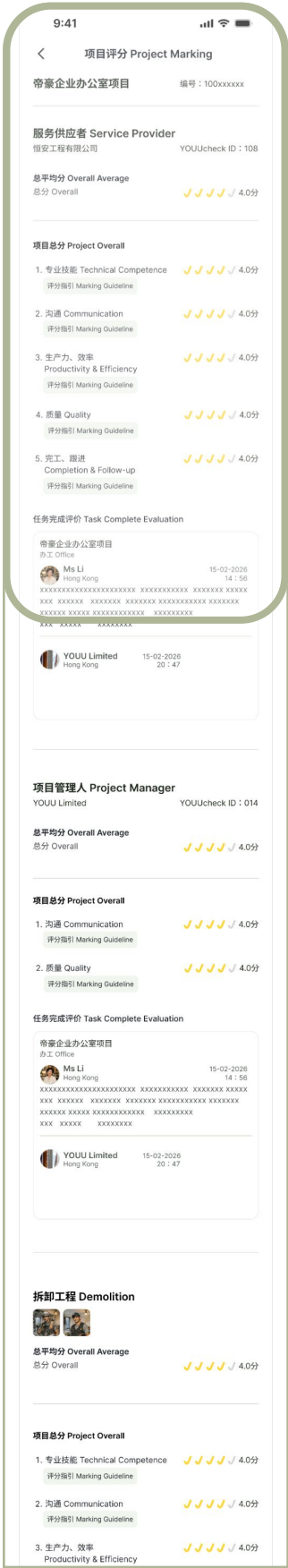
评分机制由 **三个主要阶段** 组成。在“我的项目”主页面的报价结构中，系统要求用户按类别及任务逐项填写。当某一类别进入施工中段时，系统会自动邀请客户填写 **第一阶段：初步评价**；当该类别施工完成后，系统会自动发出 **第二阶段：种类完成评价**。两次评价共同形成类别评分，其中 **初步评价占 20%**，**种类完成评价占 80%**。同一项目可根据实际情况对一个或多个类别进行评分。

当整个项目完成后，系统会自动邀请客户进行 **第三阶段：项目总评分**，以反映整体满意度。最终评分计算方式如下：

(初步评价 × 20% + 类别完成评价 × 80%) + 项目总评分 × 100% ÷ 2

此评分方程式经过严谨设计，确保所得分数能够真实、全面地反映服务提供者的整体表现。

系统在记录客户评分的同时，也会同步记录**服务提供者的回应**，让当事人说明项目经过。此双向机制确保双方在**公平基础**上表达立场，并帮助公众更全面地了解项目的真实情况



评分系统 Evaluation System

评分方程式 Marking Equation

YOUUcheck, together with the **Service Design Management discipline at the Hong Kong Polytechnic University School of Design**, developed a professional evaluation system based on the principle that the most reliable feedback comes from clients who have actually received the service. This system provides a simple, accurate, and trustworthy way for clients to rate Service Providers throughout the project lifecycle.

During project execution, the platform offers tools such as the **calendar, quotation template, and Work Diary** to help both clients and Service Providers organise and record progress. As work advances, the evaluation system issues multiple simplified rating sheets to encourage communication and continuous improvement.

The scoring mechanism is built on **three major evaluation stages**. In the quotation structure of My Project, each project category and its tasks are clearly listed. When a category reaches its mid-point, the system automatically invites the client to complete the first-stage Preliminary Evaluation. Once the category is fully completed, the system issues the second-stage Category Completion Evaluation. These two evaluations form the category score, weighted at 20% for the preliminary stage and 80% for the completion stage, allowing one or multiple categories to be evaluated depending on the project.

After the entire project is finished, the system generates the third-stage Final Project Evaluation, reflecting the client's overall satisfaction. The final score is calculated using the following formula:

$$(\text{Preliminary Evaluation} \times 20\% + \text{Completion Evaluation} \times 80\%) + \text{Final Project Evaluation} \times 100\% \div 2$$

This carefully designed weighting ensures that the final score accurately represents the Service Provider's overall performance.

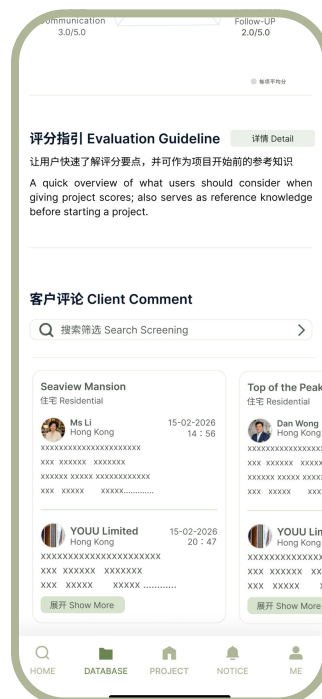
In addition to recording client evaluations, the system also captures the **Service Provider's responses**, allowing them to explain project details directly. This two-way structure ensures **fairness** for both parties and helps the public gain a clear and comprehensive understanding of the actual project process.

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评分方程式 Marking Equation

悠评系统中预设了多项种类。评分系统会根据不同种类，为客户提供相应的**评分指引**以供参考，协助客户在评分时更精准地反映自身的满意程度。所有评分指引均可在资料库的公司评价中查阅，客户亦可将其作为项目准备的参考资料。

The YOUUcheck system includes multiple category types. Based on each category, it provides corresponding rating guidelines to assist customers, enabling them to more accurately reflect their level of satisfaction. All rating guidelines can be found in the Database Company Evaluation, where customers may also use them as reference materials before commencement.



项目完成后，系统将邀请客户参与**悠评评估问卷**，使其能够向服务提供者清晰、全面地反馈其服务表现。所收集的洞察不仅有助于企业进行战略规划并指导长期业务决策，还能推动服务改进、强化团队协作、提升质量管理，并促进产品或服务创新。这些以客户为导向的反馈亦有助于树立企业声誉，并为团队的绩效评估提供可量化的参考指标。服务提供者可支付**少量行政费用**以获取该问卷的副本。

Upon project completion, the system will invite the client to participate in the **YOUUcheck evaluation survey**, enabling them to provide the service provider with a clear and comprehensive understanding of their service performance. The insights collected not only support strategic planning and guide long-term business decisions, but also drive service improvement, strengthen team coordination, enhance quality assurance, and inspire product or service innovation. These customer-driven insights further contribute to reputation building and provide measurable indicators for performance evaluation across the teams. Service providers may obtain a copy of the completed survey by paying a **small administrative fee**.