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CONSTRUCTION

Screen your team to deliver all 5 ingredients & make your next project truly outstanding! **The 'Secret Sauce'** for successful construction projects revealed

Yes, a great design is crucial. You must have a solid budget and schedule. You need a well qualified General Contractor in charge who has an excellent reputation and substantiated track record. But this is not what I want to focus on today. Let's take these as givens – or as the minimum for a fighting chance to realize a successful project.

What I want to focus on are the 5 ingredients that are the 'soft arts' or human side that in our experience make the difference between a project that's average or even good, and one that is truly outstanding. You know, the ones that we all want: on-time and on-budget, with lasting quality and a very happy owner.

The 5 ingredients that really differentiate 'good' from 'great' are:

1. Productive Owner



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Involvement – Owners who are clear about what they need and want are golden. This translates into clear designs and plans, and puts the whole project in an advantaged position. But it continues to be important that the owner is available and willing to make timely, decisive decisions. Falling short in this area can have a huge impact on actual time and final

budget outcomes. And to help you, you need a general contractor who can keep your involvement productive by clearly and quickly spelling out your options, and not just serving up problems.

2. Collaborative Team

– Ego is important and helps us all do our best, but unchecked it gets in the way of good results. So pick carefully. It also helps to have a clear chain of command within the owner's team and the on-site team. On site, you want a general contractor who takes charge, while also listening to subs and architects to deal with inevitable latent issues. You need subcontractors who're willing to be just that and held accountable on your behalf by the general contractor. A general contractor who has a long history and close working relationship with key subs helps

a lot.

3. Candor in All Communications – Forthrightness saves a lot of time and money. Companies you hire have to have the culture and individuals skilled at telling it straight.

4. Proactive Attitude – There's a reason why "a stitch in time saves nine" is an old adage. It's crucial to know clearly where you are and deal with things expeditiously. So, those running your project must have a strong culture of continuously looking ahead to anticipate what's coming and what's changed, to give you time to deal with issues in an economic and timely manner.

5. Daily Control of the Details – This requires a combination of decisiveness, good communications, effective project planning, strong control systems, and

clear quality standards that are enforced. This is important because rework is expensive and those who say "you can't inspect in quality" are right. The key to this are experienced, tough site supervisors who are expected to enforce standards even under unexpected circumstances. Over time, rework and delayed decisions will cost you time, money and quality.

So, look into these five factors or ingredients during your reference checks. Acquiring all five for your next project will buy you some insurance for the latent issues that tend to pop up during complex projects -- no matter how well designed or planned.

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