

Project Management
Lesson Learned from a Construction Project in
Western New York

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Lessons learned –

- *Communications among supervisor and subordinate are important, make it clear and follow-up.*
- *Professional Working Relationships among people are very important, don't hold grudges if other people don't agree with you.*
- *Construction business is a service business that customer's satisfaction is very important; an unsatisfied customer will cost more than just his future businesses. Customer Satisfaction and company's reputation are very critical to the construction businesses. In some cases the 9% profit is acceptable, although, the 10% is the industrial standard.*
- *Plan ahead even before the project began, put everyone in the "attack mode", thus, everyone involves with the project will be on the same wavelength.*
- *Get the needed answers before the project starts to prevent project getting push back for not ordering the right parts or the exact dimensions.*
- *Be very aggressive on up front work event at the coordination stage of the project.*
- *Push the project right from day 1 with good preparation of the project*
- *Put everything in writing to get a record and allow for future follow up*
- *Document the issues to be addressed as deliverable, so there is no ambiguity about what to do or what not to do.*
- *Always sign off the agreement among working parties.*