



Everything is under control

PLANNING AND DOCUMENTATION ARE ARGUABLY YOUR BEST, MOST EFFECTIVE METHODS TO ENSURE PROJECTS MEET PERFORMANCE AND QUALITY STANDARDS, RUN ON TIME AND WITHIN BUDGET. HELEN HENEVELD EXPLAINS.

Project management is undoubtedly the cornerstone of a good custom installation; delivering a great abundance of information leading to prosperity during all phases of a project, and beyond. This includes design, documentation, installation, customer training and satisfaction.

There are myriad tactics to help get projects organised and on track, but the fundamentals of project management still rule. Consistently following a simple strategy will yield efficient and accurate work on a project and most importantly, delighted customers.

1. ASSIGN A PROJECT MANAGER

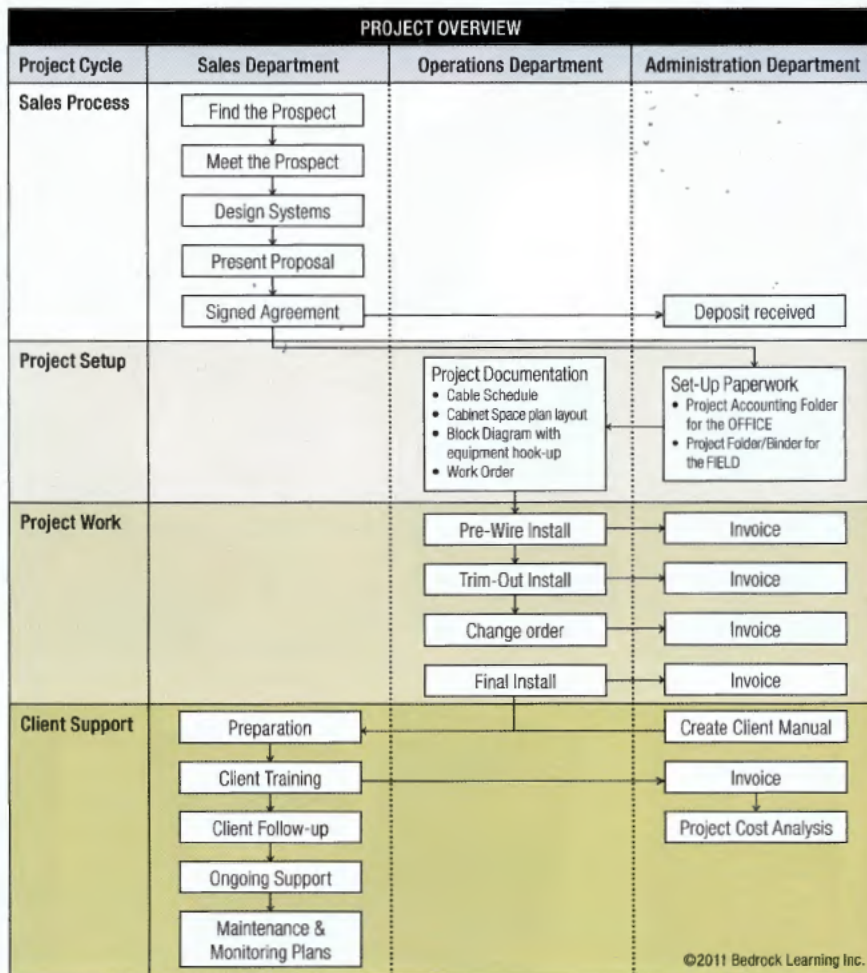
Every installation requires attention to detail and tracking during the project. To ensure that nothing falls through the cracks, assign one project manager to oversee the process of each project. This person is responsible for making sure work is completed in a timely manner, documentation is current and correct, purchasing is done in a timely manner, the system is installed as designed and the process runs smoothly.

2. DOCUMENT THE FLOW OF A TYPICAL PROJECT

Establish a standardised flow of a project throughout your company's installation department. Document the project flow with a flow chart and identify the departments/positions responsible for each of the steps. In addition, identify the hard copy forms/documents and electronic files created and used at each step of the flow chart.

3. SCHEDULE WORK IN ADVANCE

Advance planning and scheduling is



important with installation projects. Be sure to communicate with the builder or owner to make sure the job site is ready for the work to be performed, the installation crew will have access to the building and the necessary utilities (electrical, cabling, telephony) are available.

4. USE CHANGE ORDERS

Changes occur as a project progresses. They may often be additions to the sale as the client begins to understand more about the benefits of incorporating technology. Establish a process for handling these change requests. Document the change with a 'change order' listing all equipment additions,

deletions and installation hours required to perform the work.

5. SHARE THE WORK-IN-PROCESS REPORT

Identifying all active projects and getting the information organised, constantly updated, and readily available will make things run much smoother and more efficiently.

By sharing a WIP report with the rest of the team, the company will be 'whipped into shape' and everyone will be on the same page – literally. **CH**

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