

# CLIENT

## COMMUNIQUÉ

### *Strategies for Successful Projects*

**H**ow often have you heard the claim about a project that was delivered "... on time and on budget"? I have to admit that my initial reaction is one of skepticism. Even if this is the case, the measure of a successful project should go beyond meeting budget and time targets alone.

What are some strategies that can be adopted to make a project successful? I'll summarise these under five broad headings:

- 1. Project Fundamentals** - Careful up-front 'due diligence' is critical to setting a project on a firm foundation. It enables reliably informed decisions at the outset about things such as scope, cost and time; how competing priorities are to be managed; and how the project is to be delivered to mitigate risk.
- 2. Organisation & Resources** - An organised project has clearly defined stakeholders, project team members with clearly defined roles and responsibilities; formalised channels of communication and processes; and change-control and issues escalation protocols.
- 3. Monitoring & Reporting** - You may have heard the maxim "what gets measured gets done" [attributed

to Peter Drucker]. A project that is regularly and systematically measured against the project fundamentals is far more likely to be a "success".

- 4. Procurement Strategy** - No doubt you have experienced the difficulty and frustration of obtaining planning approvals. Expert consideration can identify ways in which approvals can be obtained that can save considerable effort, time and cost. Having decided the statutory development approvals strategy, a decision can be made about the most suitable method by which to obtain design and procure the physical building or fitout work - there are many. Each method carries with it a certain amount of risk. The chosen method should reflect a deliberate decision about who is best placed to manage the risk. I discuss this in a separate video and white paper that is available on our website.
- 5. Contractor Selection** - 85% to 90% of the cost of a project is spent through the contractor. Therefore the contractor presents the single largest project risk. This should bring a fresh perspective to the importance of properly investing in a consultant team who will, to a great extent, determine the risk

profile during construction and be the "client's expert advocate". This also highlights how important it is to select the right contractor. Beware of low prices - they are usually 'too good to be true' and will inevitably lead to trouble.

I hope these strategies help you to make your projects a success in more ways than time and cost alone.

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