

Lessons learned – from managing a construction project

- 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.