Bronco Project Process

PATHWAY TO SUCCESS – MEETING CLIENT EXPECTATIONS
Overview of the Bronco Process

Client Involvement & Approvals

Initial Client Project Meeting ➔ Feasibility & Design ➔ Construction ➔ Closeout

Project Manager Throughout Whole Project
Client Responsibilities

- Provides input on scope, schedule and budget for project
  - Scope: design and material preferences
  - Schedule: reasonable time frame for design & construction
  - Budget: adequate resources and potential senior manager sign-off
    - Budget for Design
    - Budget for Construction

- Identification of stakeholders, end users and ultimate decision makers
  - Ensure appropriate communication with all involved parties
  - Provide point of contact for project
Project Manager Responsibilities

- Communication
  - Permanent point of contact
  - Handles all conversations with internal and external parties

- Keeps client informed about all major steps and phases in the project
  - Communication of important and critical issues
  - Review meetings in all major phases

- Streamlined process and transparency
  - Clear process flowchart
  - Standardized forms and templates
Initial Client Project Meeting

- FM website to submit project request
  - Timely assignment of project # and project manager

Organizational Performance and Effectiveness

OVERVIEW

Excellence is the goal of WMA Facilities Management when providing our clients with the most cost-effective and positive construction experience which we have honed on tested industry standards and practices. To meet this objective, it is of prime importance that the entire process is understood by our clients. Expectations on identified and communicated is constant and continuous between the client and Facilities Management.

Website Resource

- Information about first meeting with project manager
- Information about cost and billing
- Information about Phases and Procedures
Initial Client Project Meeting
Budget based on actuals

**Advantages**
- You get what you pay for
- Improved Transparency
- Better planning and forecasting
Feasibility & Design

- Agreement on scope, schedule and budget to complete design
- Project Manager creates collaborative team of client and design professionals to take vision and formulate the design details
- Meeting client expectations
  - Project Manager coordinates presentation of design document drafts for review to gather input from client
  - Client approves and signs off on design
Construction

- Project Manager coordinates construction schedule and process
- Project Manager oversees construction of project to completion
- Meeting client expectations
  - Project Manager keeps client engaged and involved throughout project
  - Client signs off at substantial completion of project with a punch list
Closeout

- Complete punch list items
- CELEBRATION!!!
- Final review of project success
  - Client Feedback survey

Finish Project
Role of Organizational Performance & Effectiveness

- Project assessment and initiation
- Continuous improvement of project management process
  - Feedback and evaluation
  - Training
  - Oversight of project management handbook, phases and processes
  - Voice of project managers
- Point of Contact for AFSCME Subcontracting

PM reports to respective Director
Your Feedback, Comments & Questions