



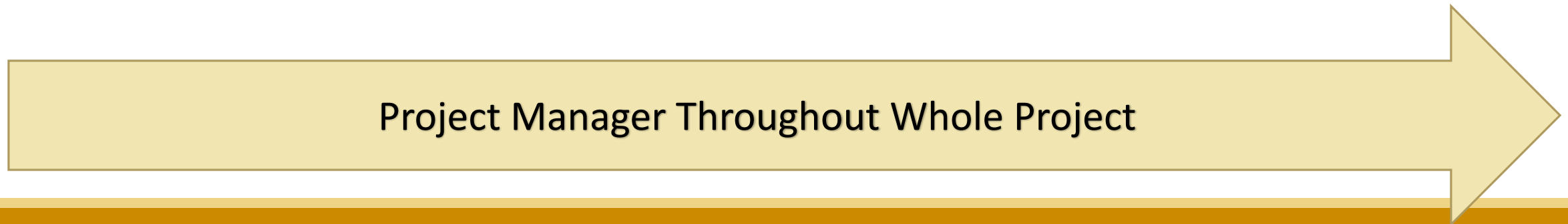
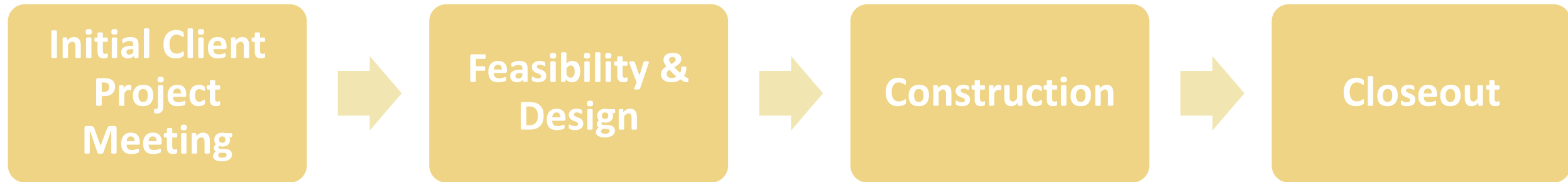
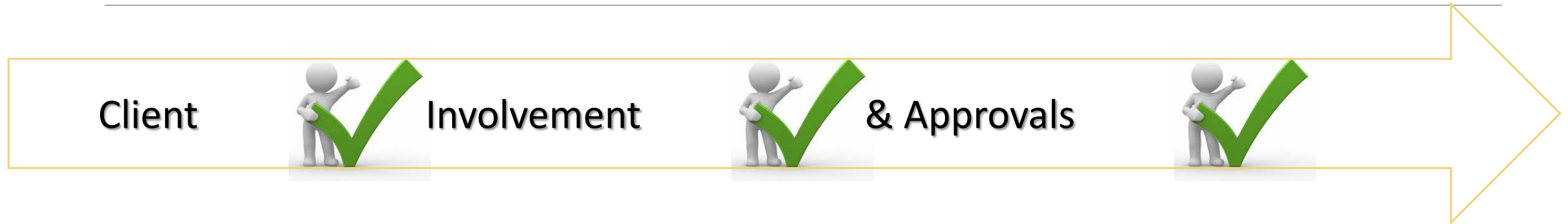
WESTERN MICHIGAN UNIVERSITY

Facility Project Process

PATHWAY TO SUCCESS – MEETING CLIENT EXPECTATIONS



Overview of the Process



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



▶ Start Project

Initial Client Project Meeting

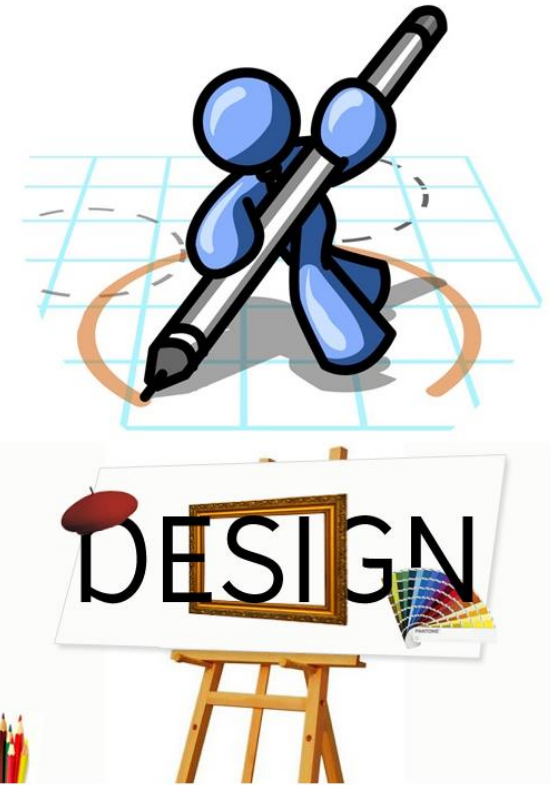
- ❑ FM website to submit project request
 - ✓ Timely assignment of project # and project manager
- ❑ Initial consultation with project manager
 - ✓ Scope
 - ✓ Budget
 - ✓ Schedule
- ❑ If feasible, project moves into Design Phase



▶ Start Design

Feasibility & Design

- ❑ Agreement on budget, schedule and scope 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



▶ Start Construction

Construction

- ❑ Agreement on budget and schedule for construction phase
- ❑ Project Manager coordinates construction schedule and process
- ❑ Meeting client expectations
 - ✓ Project Manager keeps client engaged and involved throughout project
 - ✓ Client signs off at substantial completion of project with a punch list



▶ Finish Project

Closeout

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



Tracking Milestone Dates

**Track &
Measure**



	Process Step
Date	○ Client request
Date	○ FM assigns project manager (PM), project number and informs client via e-mail
Date	○ PM initial consultation on scope, budget and schedule
	PM meets with engineering and architecture to create project team
Date	○ PM receives approved design budget from client
	○ Client and project team complete design
Date	○ PM receives design approval from client
	PM develops budget for construction phase
Date	○ PM receives approved construction budget from client
	Construction of project → finished construction
Date	○ Client signs off at substantial completion with a punch list



Client Involvement & Approvals

