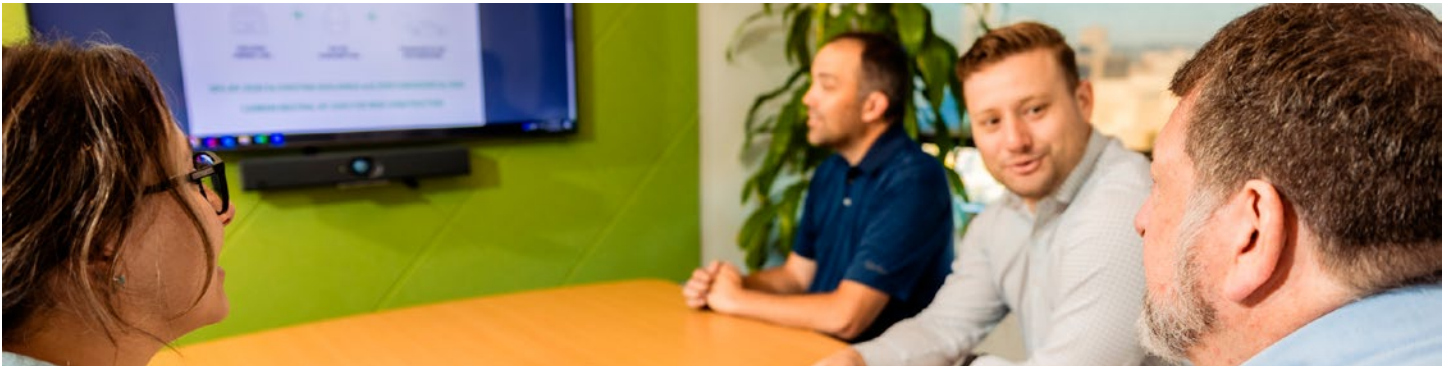


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Workplace Insights

Three Best Practices for Project Delivery

Achieving seamless project delivery requires intentional planning and execution strategies. Drawing from Hixson's extensive experience, here are three best practices to follow for a smoother project delivery:

1. Set expectations by establishing Critical Success Factors (CSFs) right from the start.

One best practice for project success is to set clearly defined expectations at the beginning of a project. Among other things, these CSFs will help prioritize tasks, and align all stakeholders on the project goals. In Hixson's experience, having early involvement of all project stakeholders should be a key CSF. This allows all stakeholders the opportunity to voice their concerns, wants, and needs at the outset. The last thing you want is a stakeholder to come in mid-way through a project and tell you the way it's being done will not work for their needs.

2. Create stage gates - and follow them!

Stage gates, aka, the different project phases, are not created just for the sake of it. Rather, when used properly, stage gates provide the opportunity to pause and review project

status, make pivotal decisions, and decide whether to continue with the project based on the results of work conducted in the previous stages. At each stage gate, companies should review whether a project can be completed within budget and according to schedule.

During the stage gate process, it's essential to re-connect with the project stakeholders. Review the plans of the program with the correct stakeholders at each gate to help ensure that as the project progresses, it will still meet their requirements. Over time, making changes becomes more difficult and more costly, so it's crucial that stakeholders stay aligned with the project plans.

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Cost Estimating

Cost estimating is a component of the stage gate process which cannot be overstated. Professional cost estimators can assist with making sure that the construction costs are accurate and up-to-date, so that more informed decisions can be made.

- 3. Establish a regular cadence for meetings, project oversight, and assessments during design and construction that involve the design team.** During the design phases, the regular cadence for meetings allows stakeholders to monitor the status of the project and get an opportunity to voice potential concerns. These meetings also help the design team when pivotal questions arise, allowing them to get feedback from stakeholders as important design decisions are made.

In addition to routine project update meetings, strong project oversight is also a critical need for a successful outcome. One way to help ensure strong oversight during construction is to include a professional Construction Administrator (CA) on your team. The CA will serve as an advocate for the owner and design team throughout the entire construction phase, notifying the GC when they observe issues, and holding them accountable for making the necessary corrections.



By incorporating these best practices into your project, you can optimize efficiency and effectively manage stakeholder expectations. Ultimately, these strategies help minimize risk, align project goals, and help with the successful completion of projects.

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