

A group of young boys in blue uniforms are sitting on a bench in front of a chain-link fence. They are looking towards a field where a game is taking place. The text is overlaid on the image.

Design & Construction as a
Team Sport

*Building your **Dream Team***

Objectives

- **Logically** select appropriate method
 - Your experience, Risks & Costs
- **Align** interests & make conflicts productive
 - Mutual expectations & commitments
- **Evaluate** performance throughout project
- **Build** relationships and win-win solutions

Rules of **Game**

- **Texas Government Code 2254.004-Design**
- **Texas Education Code 44.031-Construction**
 - Competitive Bidding & CSP
 - CM (@ Risk & Agency)
 - Design-Build
 - Job Order Contracting
- **Board Policy** (updated regularly)
- **“A man’s got to know his limitations”**

-Dirty Harry Callahan

Risk Management/Risk Premiums

- **Risk Mitigation**

- Whole team at inception
- Design Build
- JOC
- CM at Risk
(depends on team)

- **Risk Transfer**

- Incremental Team Arrival
- Competitive Bidding/CSP
- CM at Risk
(depends on team)



High Collaboration



- **Design-Build**

- Least utilized today
- Requires independent design oversight
- Provides turnkey results
- Pricing structure varies
 - FFP
 - CM @ Risk Model
- Lengthy Procurement
- Rapid Design Development

- **Job Order Contracting**

- Pre-competed pricing saves time
- Design required only if the task warrants
- Only method that permits pre-contract collaboration
- Performance Based
- Only method by COOP
- Only method for IDIQ

Higher Risk

CM at Risk

- Preconstruction fee
- CM Fee
- Team can be fielded simultaneously
- Encourages Risk transfer at the subcontractor level

Competitive Bid/CSP

- Evaluative Selection Method
- Whole Team cannot be fielded before design is complete
- Cost worth up to 100%
- Encourages Risk Transfer and Disputes

Evaluating Project Risks

Component	Quality Control Problems	Warranty Difficulty	Jobsite Safety Risk	Schedule & Performance Risk	Procurement time (advertising, selection, award)	Design Requirement for Procurement	Cost: Value of Construction	Change Probability (approved or proposed)	Cost of Procurement	Cost of Design	Cost of Administration	No. of Headaches
High								CB		CB		CB
	CB	CB	CB	CB	DB	CB	CM		DB		CB	
						CSP		CSP				CSP
			CSP						CM	CSP	CSP	
	CSP	CSP		CSP	CB, CM, CSP		DB					DB
			JOC	CM		DB	JOC	CM	CSP		DB	
	CM	CM								DB		
	JOC	DB	DB	DB		CM	CSP	DB	CB	CM	CM	CM
	DB		CM	JOC							JOC	
Low		JOC			JOC	JOC	CB	JOC	JOC	JOC		JOC

Teambuilding 101

- **Everyone's** here for something:
 - Build or enhance a working relationship
 - A quality project & a profit
 - Experience & a great reference
- **Share & align** definition of success
- **Agree on** the beginning, middle & end
- **Commit to** mutual success/common purpose
- **Agree to** call each other out
- **Sign and commit** to the Team Charter

Stakeholders

Groups of individuals, (internal or external) which are impacted by, or can impact the outcome of the project.

Owner: _____

Architect: _____

Contractor: _____

End User: _____

Engineers: _____

Consultants: _____

Subcontractors: _____ / _____ /
_____ / _____

Suppliers: _____ / _____ /
_____ / _____

Permitting Agency: _____

Key Stakeholders

A subset of Stakeholders who, if their support were to be withdrawn, will cause the project to fail.

Owner

Contractor

Architect

Team Charter (PART 2)

	Risks	Commitment
Owner Expectations for Team Members		Owner:
Designer	Obstacle:	
	Solution:	
	Obstacle:	
Contractor	Solution:	
	Obstacle:	
Designer Expectations for Team Members		Designer:
Owner	Solution:	
	Obstacle:	
	Solution:	
Contractor	Obstacle:	
	Solution:	
Contractor Expectations for Team Members		Contractor
Owner		
Designer		

Team Charter Commitment

Huddle Up **Regularly**

A background image showing a group of football players in blue jerseys and helmets, huddled together in a circle. The image is slightly faded and serves as a backdrop for the text.

- **Scheduled**
 - At consistent appointed times
 - Validate Progress
 - Revisit Team Charter
- When **problems arise**
 - Failings on commitment/expectation
 - Anyone can call for a check-in
- **Amend Team Charter** as necessary

“Red Zone”

- **Check** at 80%
- **Increase** commitment
- **Goal** on a great completion
- **Increase** Communication
- **Closure** preparation
- **Review** Commitments
 - To each other
 - To the project

Post **Project Review**

- **Prepare** Action Plans for future projects
 - Suggestions
 - Deficiency analysis and offers
- **Review** Charter & Project Outcome
 - Grade project, Self & each other
 - First Positive, then Negative
 - Align on grades
- **Redefine** project success
- **Commit to** future-review again if next job

Performance **Survey**

- **Detailed Customer Satisfaction Survey**
 - Evaluate All Areas of Performance
- **Net Promoter:**
 - On a scale of 1-10 how likely are you to recommend our firm to a colleague?
- **Letters of Recognition & Commendation**
 - Welcomed by all

JAMAIL & SMITH CONSTRUCTION CUSTOMER QUALITY AUDIT

Client:
 Clients Representative:
 Project Title:
 Jamail & Smith PM:
 Jamail & Smith Superintendent:

Requested Start:
 Actual Start:
 Completion Required:
 Actual Completion:
 Project Order Number:

Jamail & Smith Construction thanks you for giving us the opportunity to work with you on your project. We take pride in our work and constantly striving to maintain our reputation for high quality workmanship and services. Would you help us by taking a minute? Your comments are valuable and will help us serve you better in the future. Thank you for your time and consideration.

	Agree				Neutral		Disagree				N/A
	10	9	8	7	6	5	4	3	2	1	
Jamail & Smith was responsive to your needs for this project.											
Jamail & Smith started the project on time.											
Jamail & Smith completed the project on time.											
Jamail & Smith kept the project site clean.											
Jamail & Smith's workers were courteous and polite.											
Jamail & Smith did everything we agreed to do for you.											
Jamail & Smith provided excellent coordination and communication to you during the project.											
Jamail & Smith provided construction on this project that reflects quality, service and overall satisfaction.											
Jamail & Smith provided excellent price and value on this project.											
You would recommend Jamail & Smith for your future projects and to others.											

We invite you to write any additional comments...

Signature: _____ Date: _____ Phone #: _____

Summary



Build the Dream Team

Find mutual purpose & charter a team

Review charter regularly

- **Document** your experience with methods
- **Select** method by comparing risks vs. benefits
- **Develop** vendor criteria & select the best value
- **Evaluate** results at project end; suggest changes
- **Recognize** results; revise your experience

Resources

- Covey's **Seven Habits**
 - 1st six meet here
 - ...Leaving time for the last one
- **The Speed of Trust** - Stephen Covey Jr.
- **www.jamailsmith.com/forms**
- **Net Promoter** -
<http://www.netpromoter.com/np/calculate.jsp>

