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# How to Deliver on Promises to Clients after Winning Deals

by

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# CPG's Overseas Projects

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➤ An overview

# CPG Consultants' Handbook

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- “Working in harmony toward excellence in project delivery”
- Applicable to both local and overseas projects

## Two Main Parts of the Handbook

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- What it takes to be a winning organisation
- Fundamentals of effective and efficient project delivery

# To be a Winning Organisation

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- The right attitude
- The art of positive client relations
- The spirit of a learning organisation
- The delivery of service excellence

# The Right Attitude

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- Be committed
- Exercise self-responsibility
- Take ownership
- Be receptive

# The Art of Positive Client Relations

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- Seek to understand your client
- Involve your client
- Develop and maintain good rapport with your client
- Action plan on client relations

# The Spirit of a Learning Organisation

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- Live up to the spirit of a learning organisation
- Create an environment conducive to learning
- Actively share and transfer knowledge and skills
- Build synergistic teams
- Be a teacher

# The Delivery of Service Excellence

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## ➤ Five service dimensions

- Responsiveness
- Assurance
- Tangibles
- Empathy
- Reliability

# Effective and Efficient Project Delivery

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- Deployment of adequate competent staff
- Basics of project management
- Timely authorities' submission
- Guidelines for effective project delivery at every stage of a project

## Deployment of Adequate Competent Staff

- Review and plan for adequate competent staff for projects
- Project staff should be identified at the time of bidding for the projects
- Take into consideration the staff's work commitment when assigning projects
- Ensure qualified staff are assigned to projects that match their skill sets

# Guidelines for Effective Project Delivery

- Project initiation
- Schematic design
- Design development
- Contract documentation
- Construction
- Handing over of projects
- Defects liability period
- Final handing over

# Project Initiation

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- Confirm deployment of project officers
- Initiate “Project Kick-off” meeting with the client
- Officers of appropriate level to meet the client
- Draft project programme, identify critical issues and prepare an action plan
- Organise chartering workshop

# Schematic Design

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- Assist your client in formulating design requirements
- Conduct value management workshop
- Clearly identify objectives
- Build milestones
- Provide proper briefing and briefing documents
- Manage deliverables and control changes
- Reconfirm resources for project

# Design Development

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- Meet with your client to confirm final details of the design
- Conduct regular co-ordination meeting among team members to track progress and resolve coordination issues
- Conduct workshops with your client to brief them on design details and secure their endorsement

# Contract Documentation

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- Conduct coordination meeting to look into interface of various portions of the documents; minimise overlap and cover gaps
- Check for accuracy of documents and drawings

# Construction

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- Ensure that missing details and discrepancies are addressed early
- Appoint NSCs early
- Set guidelines on time frame for contractor's submissions
- Advise client on the last date of amendments without incurring serious time and cost implications

# Handing Over of Projects

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- Conduct briefing and walkabouts for users and key management staff
- Compile easy-to-read users' handbooks and handouts
- Gather feedback and comments for use in future projects

# Defects Liability Period

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- Retain core project team for the first 3 months of DLP
- Assign a dedicated team to manage DLP
- Give monthly report to your client regarding status of defects rectification
- Conduct project review

# Final Handing Over

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- Keep in touch with your client on a regular basis to seek feedback

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IT'S IN YOUR HANDS

THANK YOU