

Understanding and Defining the Client Expectations

The first measure of a project's success relies on ensuring the clients and end users' expectations have been understood and will be met with satisfaction. The process of managing our client's expectations begins with developing a sound understanding of our client's needs, wants and limitations. These fundamental requirements are then molded into collections of refined, feasible and affordable expectations which ultimately become the foundation and basis of our design process.

A. Listen to our clients

We assemble all of the project stakeholders, client, end users and design team, into a common venue to provide an opportunity for the client and end users to express their initial thoughts and fundamental needs to the design team.

B. Explore their thoughts

As the architect we lead the design team in organizing the clients and end users' initial thoughts and fundamental needs. Accordingly, the team expands upon our initial findings utilizing our past experiences to develop a series of questions. These questions are then posed to the clients and end users to expand the boundaries of thought and generate alternative or additional ideas that may otherwise go overlooked.

C. Communicate our ideas

The process of exploration and communication go hand in hand to develop an effective dialogue that refines the fundamental ideas of the client and end users. It is the active and continuous dialogue between the client, end users and all disciplines of the design team that prevent expectations from being lost in miscommunication. We have found that the process of involving all stakeholders significantly reduces the likelihood of such miscommunication and enables our consultants to work in a more intelligent and cost-effective manner.

D. Develop a collective understanding

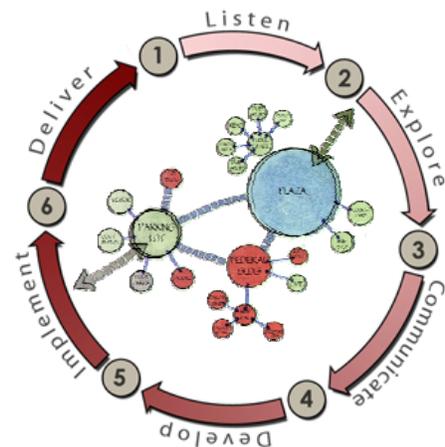
The process of communication begins to define and organize the project expectations. To formally define what these expectations are the design team generates a preliminary design program that is intended to describe the size, function, spatial relationship and needs for various elements of the building. Upon preliminary program approval the design team proceeds by implementing a series of validation exercises.

E. Implement a design manifest

The design team utilizes the preliminary design program to generate a series of documents and graphical diagrams that are intended to verify and validate client expectations and probable costs. When necessary, the program is revised and revalidated to ensure all expectations are clearly defined and the design team has a solid starting point to begin the design process.

F. Deliver the building program

Upon the successful validation of expectations the design team delivers a formal building program from which the formal design process is based. This program becomes the foundation of design and remains a living document constantly evolving throughout the remaining life of the project and is essential to ensure the expectations of our clients are successfully met.



Designing To Meet the Clients Expectations

The second measure of a projects success relies on the translating the formal building program into a cohesive building design. To do this we utilize a technology known as building information modeling (BIM) that allows us to design and more importantly present our ideas to the client and end users in three dimensions. We consider ourselves to be one of the regions leading experts in BIM technology. Our principal staff possesses many years of extensive experience using this technology to successfully deliver projects. We understand the current capacity of the software in the industry and will take the time to educate or clients on the differences between its capabilities now versus potential for the future.

A. Listen to our clients reaction

After integrating the building program into an initial and conceptual design solution we assemble the design team, client and end users to present the scheme and listen to and record the comments and concerns of the stakeholders. These comments and concerns are coordinated with the formal building program to ensure they receive the proper attention and exploration.



B. Explore solutions to solve the clients concern

Utilizing the feedback we receive, the design team explores a series of schematic options to align the design solution to the revised building program. As the orchestrator of this process we encourage all disciplines of the design team to reach beyond their respective roles, draw from previous experience and make innovative suggestions that will bring value to the project.

C. Communicate the potential solutions to the client

The communication between the design team and client is at its most crucial stage. As a team we present the design solution options along with the pros, cons, and implementation strategies of each scheme. As the architect we lead the discussions with the client and end users to determine the most satisfying, and budget conscious option with which we proceed to develop.

D. Develop feasible solutions to the problem

Based upon the responses we receive during the process of exploration and communication the design team begins to develop and refine the ideas discussed with the client and end users. These ideas are further analyzed to determine their feasibility and ensure they will satisfy the project needs.

E. Implement successful solutions into a comprehensive building with BIM

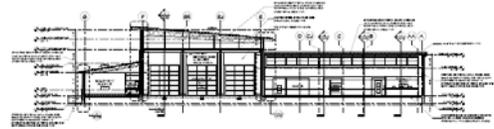
After analyzing and verifying that the developed solutions will meet the client and end user expectations the design team implements the newly developed portions by integrating them into the building information model. This modified model is then distributed to the design team for coordination, cost estimation and life safety review. This process ensures continuous coordination and cost control is established from the very beginning of the project.

F. Deliver a successful design

Upon the implementation of all design elements the design team will presents a 3D BIM model and formal set of design documents to the client and end users. During this time we perform a final check the design documents against the formal building program that has been maintained throughout the projects life. This check is performed prior to starting construction documents to make certain the proposed design has been clearly communicated and that it will meet the client and end user expectations. The design team then coordinates the final production schedule with the client to ensure timely delivery of the project construction documents.

Documenting the Clients Expectations

Upon the clients approval of the proposed design solution the team transitions into the task of creating the construction documents. As the architect we lead the design team through this process utilizing BIM technology to ensure the building is well coordinated and is clearly communicated to the contractor. We continue to utilize the formal building program to maintain project schedule and make certain the client's expectations are fully explained in the construction documents.



A. Listen to our client and the markets

Throughout the process of creating the construction documents we listen to our clients concerns regarding building details and the quality of materials. We continue to solicit the expert advice of our cost consultant and receive additional opinions from local area contractors to better understand the current conditions of the construction markets.

B. Explore cost effective construction methods and details

By listening to the thoughts and concerns of our clients and interpreting the wealth of information provided by our cost resources we are able to effectively explore the best method of achieving a successful project. This means that as a team we search for solutions that bring value to the project without jeopardizing the integrity of the design, budget, or client expectations. Our expertise in BIM technology allows us to quickly explore many viable options, determine quantity and perform initial cost comparisons allowing us to make informed decisions.

C. Communicate and coordinate with the design team regularly

Through the entire phase of creating the construction documents the design team meets regularly with the client to ensure expectations are being met. The team explains the progress that has been made and conveys their approach for the remaining portions of work. As the architect we also hold more frequent progress meetings with our consultants to ensure work is being performed in a coordinated manner, the project is running on schedule and items on the formal building program are being properly addressed.

D. Develop cost effective and functional details

By listening, exploring and communicating the design team is able to effectively develop all of the necessary details to ensure the intent of construction is clearly communicated to the contractor. The team reviews these details as a collective entity to the design intent has been maintained.

E. Implement clear detailed documents

We then integrate each fully developed, finalized detail into the building information model. This allows us to implement final coordination checks for collisions of building elements, proper detail reference markers, and final specification coordination which is often overlooked in the final stages of construction documentation.

F. Deliver a set of clear, concise and coordinated construction documents

Throughout the process we rely on two forms of quality control. The first is based upon our abilities and experiences. We review the documents often and with many sets of eyes within the design team. We also regularly review the documents directly with the client and end users. This personal attention throughout review and coordination is the foundation of our quality control.

The second pillar of quality control is based upon building information modeling technology. While this technology in no way replaces the value and necessity of personal attention, it adds many additional layers of understanding and coordination. This two pronged approach allows us to deliver a highly coordinated set of construction documents in a very timely manner.

Executing the Clients Expectations

Successfully executing the design and administrating the construction process is crucial in maintaining project cost and design integrity. We recognize the expertise a contractor often brings to a project and our six step process enables our design team to establish a positive working relationship with the contractor. This positive attitude allows both the contractor and design team to perform our respective tasks with the best interest of the project and client at heart.

A. Listen to the contractor and client

Throughout the entire construction process we listen to the thoughts and concerns of both the owner and contractor. We attend regular progress meetings to ensure the work is being completed in accordance with the drawings and specifications. When issues arise, the design team consults with the owner and contractor, and explores economical solutions that will keep the project moving forward.



B. Explore solutions with the contractor to solve issues in the field

The process of exploring solutions to problems that may occasionally arise in the field begins with verifying the current conditions of the project and ensuring the contractor has a clear understanding of the design intent. As a means to solve such issues we work with the contractor to “brain storm” potential solutions that will eliminate unnecessary change orders and keep construction on schedule.

C. Communicate clearly and quickly with the contractor and client

During the construction phase we observe work being performed and communicate regularly with both the contractor and client. This ensures the expectations of the contract documents are being satisfied. In our communication, we make significant efforts to respond to RFI's in a clear, concise and timely manner. Shop drawings are quickly and thoroughly reviewed using a digital process and forwarded to the contractor so that the project can maintain forward progress. This digital review is very time efficient for both the contractor and design team, and saves a significant amount of money by reducing the need for a person to manually transcribe the same notes and markups upon countless sheets of drawings.

D. Develop a working relationship

As a design team we establish a series of pre-installation conferences with key subcontractors to explain expectations and establish acceptable results. We invite their input, particularly when they believe a more economical solution exists. The process of creating a building inherently has varying degrees of complexity. As such, we protect our client's interests while working with the contractor to make sure the project is being executed in a fair and just manner.

E. Implement the cost effective changes

Throughout the period of construction administration the design team works tirelessly to make certain the design is being properly implemented. Should a necessary change orders arise we quickly, yet carefully develop economical solutions. These solutions are developed and implemented only after exploring and deciding upon a cost effective resolution with both the owner and contractor that will meet the expectations of the project.

F. Deliver a successful and satisfying project

The final measure of quality control for any projects is based upon the design team's ability to deliver a project on time, within budget and meet the expectations of the client and end user. We pride ourselves in our project approach, which enables our team to deliver projects that exceed these expectations. For us, there is nothing more rewarding than seeing satisfied clients, end users, design professionals and contractors at the conclusion of a project. We strive to achieve nothing short of this result on each and every project.