

Operationally superior companies continuously review and update their processes, and that discipline extends to post-job procedures as well.

It takes dedication and diligence to create an operationally superior company, leveraging the lessons you learn from one job to the next.

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An area often ripe for improvement is communication with clients. Additionally, communication internally across the entire team, from the office to the jobsite, must be clear and efficient. Understanding what and when to disseminate important information can help drive productivity, improve employee engagement, and generate repeat customers.

Communicate with customers on a regular basis and don't surprise them without offering potential solutions.

Operationally superior companies make their customers feel informed and part of the process from the beginning with regular updates. They establish a clear communication cadence, create touch points at various milestones, and proactively manage their relationships.

This applies to all types of companies since the key to this principle is about building and maintaining relationships. Clients should not be surprised with project changes,

creates action items and ways for easy follow-up. Meetings should end with answers for what needs to be done, by when, and by whom on the project.

Create a Universal Repository of Information

Lessons learned on projects are stored in a library that is a firmwide repository for all best practices. Post-job reviews are one avenue to populate this repository.

The key to creating this library is to make the information

Imagine trying to complete a project without your best workers. Nurturing your relationships extends to your vendors, trade partners, subcontractors, and other team members, and includes making sure they're paid on time.

These teams are an important part of delivering quality work and satisfying clients. Also, for smaller subcontractors, your job may be the entirety of their margins needed to pay their own people and keep the lights on. Project managers should be advocates for their vendors and partners. Operationally superior companies understand this, communicate quickly and push to make sure their best teams are paid in full and on time.

Invoicing is a top priority for everyone on the project team.

To get paid, you must bill for work. For many project managers, it is last on the list of tasks since it feels like something that can be pushed. But as we have seen time and time again, one



About the Author

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About the Article

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