

## ENHANCING PROJECT COMPLETION

### Objective

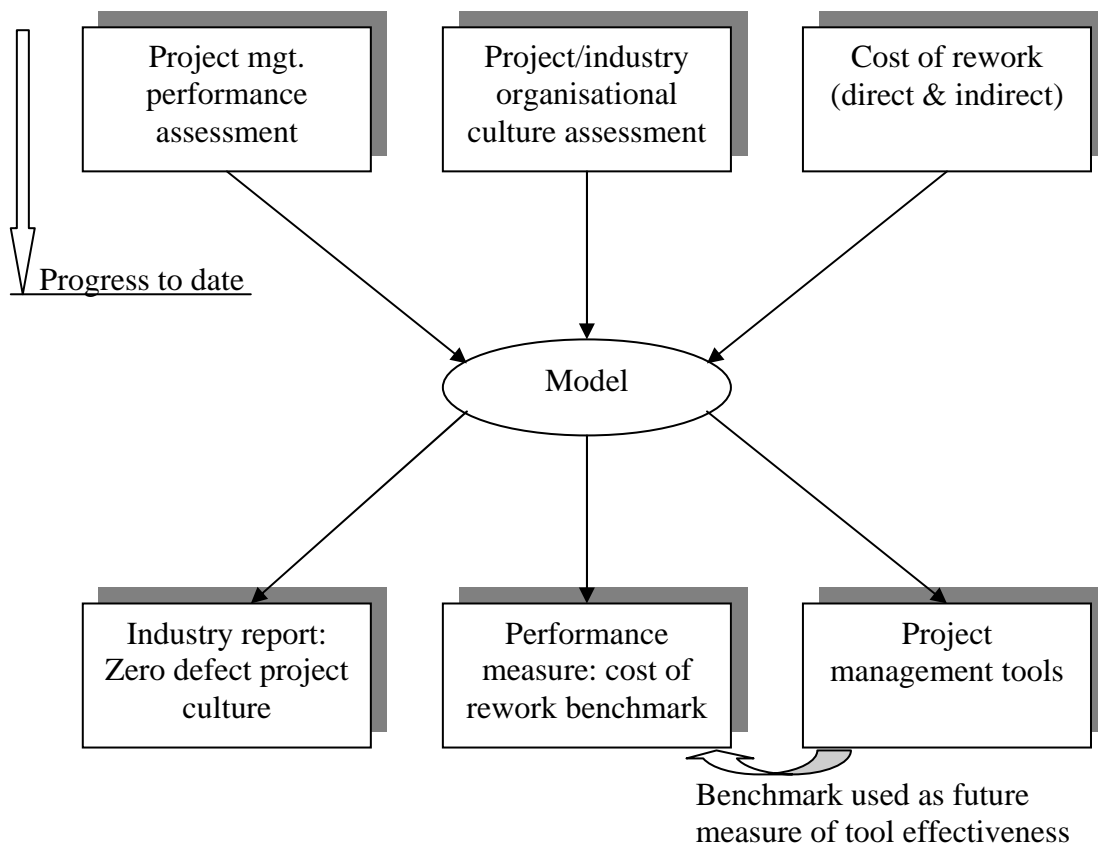
Outstanding management practices and quality oriented cultural attitudes result in the avoidance of defects and zero defect completion on projects. This project aims to study the facets associated with defect avoidance and management and to produce management tools that will allow project teams to achieve this end.

### Progress

Frameworks within which relevant project performance variables can be measured, understood and codified have been developed during the first six months of this 18-month programme and are currently being used to collect data for analysis.

Research is currently progressing in three areas:

- Assessment of present managerial practices implemented during project closeout.
- Project organisational cultures are being modelled using a Competing Values Framework and project performance relationships explored.
- The cost of rework, or defect rectification, is being estimated to act as a performance measure and benchmark for further work on this field.



Models of project organisational cultures are presently being developed. These also incorporate related managerial and project performance variables and will form the basis of an industry report regarding the links between these constructs. Management tools, aimed at reducing the occurrence of defects, and successfully managing project closeout allowing for defect free project handovers, will be developed, tested and refined within the 18-month project duration. The rework cost benchmark can be used as a performance measure against which tool effectiveness can be assessed.