

Performance of the project team

The success of a project is probably more dependent upon the performance of each member of the project team than upon any other party. It is essential, therefore, that their performance should be assessed. The criteria for this assessment should be the same as for the contractor, but the following matters should also be considered:

- adequacy and economy of design;
- ability to meet the project's programme requirements;
- willingness and ability to liaise;
- flexibility of approach;
- ease of communication;
- scale fees and time charges;
- competence of staff, their number and turnover;
- internal staff relations;
- professional competence;
- standard of supervision of contract (if applicable);
- extra costs incurred through delays in providing drawings and information, or delays in supplying products/materials etc;
- relationships with the contractor;
- relationships with employer's representatives; and
- attitude towards disputes and queries.