



Project Management

Office Concepts utilizes its award-winning **Order Management System** for project management services. This system was developed by Office Concepts and is used exclusively for our customers.

Project Management Services

Project Management is broken into seven main stages. Each stage is then comprised of various steps; each step is supported by a number of specific tasks. Office Concepts' **Order Management System** mirrors these stages and guarantees a timely and accurate installation.

Project Setup / Design Stage

Steps

- Account Executive and/or Account/Project Manager begins team assignments
- Impact entry - electronic job folder setup
- Record project scope
- Setup/define/record project standards
- Ongoing status recorded
- Specification double check

Specification Processing Stage

Steps

- Order entry process
- PO process
- Order placement confirmation

Pre-Installation Stage

Steps

- Continue to monitor the project - all notes, tasks and issues are recorded electronically and shared via email
- Order date management
- Pre-installation meeting

Product Delivery Stage

Steps

- Product receipt in warehouse
- Delivery schedule
- Prepare delivery packet

Job Installation Stage

Steps

- Installation
- Installation signoff
- Closeout delivery documents
- Capture all onsite discrepancies

Punch List Stage

Steps

- Final punch list performed

Problem Resolution Stage

Steps

- Punch list entered into **Order Management System**
- Assign action taken
- Generate discrepancy trip sheet
- Schedule service
- Close out discrepancy
- Close out - electronic job fold