Chapter 6

Conclusion & Recommendation

1 Conclusion

The PROQCI model is powerful and flexible method which enables the PSU client and consultant to jointly work in a team, instead of work advertently. This model will make the both PSU client and consultant to go for obligation and benefit together; instead of being remain into their benefit-obligation domain.

This new selection and evaluation method i.e. PROQCI helps merging of two professions i.e. consulting and project management in such a way that consultant works with their client PSUs in good relation and harmony and would reap the benefits and enhances the productivity.

This selection and evaluation method also helps merging of two professions i.e. consulting and project management in such a way that consultant works with their client PSUs in good relation and harmony and would reap the following benefits-

1. Jointly Set the PMC

The PSU customer along with its consultant jointly set the Project Management Server (PMC) as per the agreed terms of the PO (Purchase order) and agreement signed.

The schedule, resources and milestone etc. must be fitted in the PMC software by the EIC (Engineer in Charge) deputed by the PSU customer and the Project Manager deputed by the consultant.

It is also suggested that any edit in the parameters related to schedule,
resources and milestone etc. must be password protected and that particular password must be constructed by addition of Alphabets/Number/Special characters put in by PSU customer (these characters must not be share with the consultant) and Alphabets/Number/Special characters put in by consultant (these characters must not be share with the PSU consultant).

By jointly set the PMC means that the things are agreed and any change require in the scope of work or payment plan etc will be feed by both the PSU customer and consultant.

2. Avoiding Payment Problem

Payments issues arise between client PSU and consultant due to disputes as PSU client insist for change in scope of work. This may lead to affect the services offered by the consultant. Consultant thinks he has performed as per satisfaction of the client PSU and has the right to get the payment, but the client PSU thinks otherwise.

By using PROQCI method and jointly set the PMC means that the things are agreed and any change require in the scope of work or payment plan etc will be feed by both the PSU customer and consultant, hence there is no change in the scope of work until unless agreed by both the parties.

3. Avoiding Communication Problem

Most of the times consultants do face problems in identifying the real client PSU, as regard to their consulting activities. When multiple owners exist from the client PSU’s side, it creates multiple faces of the client PSU confusing the consultant, as to whom amongst the multiple owners has obligation for the payment and authority on requesting the consultant for the change in scope of work, and signing off.

In some situation even the real customer or EIC (Engineer in Charge), who is
the decision making authority for project execution, planning and payment unable to take the decision and wants more time and lot of documentation before it. By using PROQCI method communication problem get resolved as PMC server clearly provides the depth of the agreed scope of work and schedule.

4. Avoiding Dissatisfaction of the PSU client

Dissatisfaction express by the client PSU in terms of quality set, may create the dispute between him and consultant. Quality is the centre entity around which client PSU and consultant activities rotate around and any deficiency related to the quality may leads to contract closure and payment problems.

Unsatisfactory Quality due to dissatisfaction expressed by the PSU customer may delay in contract closure and finally sign off. This leads to delay in related output to realize into the market.

PROQCI method acts as a catalyst for the scope of work and quality mentioned in the contract. PROQCI method also provide the channel in PMC for not to deviate the scope of work.

5. Avoiding Rising of Project cost

If both PSU client and consultant can change quality, scope of work, schedule and resources, then one can observe rise in the cost of project.

Once PMC has been set in a PROQCI method, both PSU client and consultant can change quality, scope of work, schedule and resources jointly and with planning and hence no rise of cost in the project.

6. Avoiding Cost of Change

Any change in quality, scope of work, schedule and resources come with a cost and further increase the cost of the project. PROQCI method helps to
avoid change in quality, scope of work, schedule and resources.

7. **Enhance the Productivity of Project**

Once quality, scope of work, schedule and resources are as per plan and jointly set in the PMC means that the things are agreed and any change require in the scope of work schedule and resources or payment plan etc will be feed by both the PSU customer and consultant and hence no conflict. So PROQCI method enhances and increases the productivity of the project.

8. **Assurance of timeliness completion of the project**

Once quality, scope of work, schedule and resources are as per plan and jointly set in the PMC means that the things are agreed and any change require in the scope of work or schedule etc will be feed by both the PSU customer and consultant and hence enable timeliness completion of the project.

9. **PMC will become the contractual reference document to for the progress and quality of the work and schedule**

The PSU customer along with its consultant jointly set the Project Management Server (PMC) as per the agreed terms of the PO (Purchase order) and agreement signed.

The schedule, resources and milestone etc. must be fitted in the PMC software by the EIC (Engineer in Charge) deputed by the PSU customer and the Project Manager deputed by the consultant.

PMC will become the contractual reference document to for the progress and quality of the work and schedule.

10. **PMC will become the contractual reference document for Payment.**

Payments issues arise between client PSU and consultant due to disputes.
This may lead to affect the services offered by the consultant. Consultant thinks he has performed as per satisfaction of the client PSU and has the right to get the payment, but the client PSU thinks otherwise.

The schedule, resources and milestone etc. must be fitted in the PMC software by the EIC (Engineer in Charge) deputed by the PSU customer and the Project Manager deputed by the consultant.

PMC will become the contractual reference document to for the progress and quality of the work and schedule. The payment based on milestone and agreeable output is available in the PMC server.

11. Transparency in the Project

The schedule, resources, milestone and payment plan etc. must be fitted in the PMC software by the EIC (Engineer in Charge) deputed by the PSU customer and the Project Manager deputed by the consultant.

Everything is available in the PMC server and is totally transparent. Either PSU client or consultant can access the server to see the quality cost domain as per their requirement.

12. Better CRM (Customer Relationship Management)

Once quality, scope of work, schedule and resources are as per plan and jointly set in the PMC means that the things are agreed and any change require in the scope of work schedule and resources or payment plan etc will be feed by both the PSU customer and consultant and hence no conflict.

So PROQCI method not only enhances and increases the productivity of the project but also provide the better CRM compare to CRM without PROQCI method. For better CRM (Customer Relationship Management) consultant also insist to PSU Client for the PROQCI method.
2 Recommendations

It is being recommended that, PSU client and consultant should incorporate PROQCI method for enhancing productivity of the project, clarity in the contract and better CRM (Customer Relationship Management).