

## **Commercial Management**

I was asked by my accountant if I would be able to assist as 1<sup>st</sup> Expert with a Client he was acting for.

It was an immediate role in commercial management producing applications for payment, capturing scope of works changes and submitting costs, applying for retention payments and chasing payments for Invoices submitted.

The Company was growing very quickly and they identified that although there was a need to ensure the construction works was proceeding correctly, cost recovery was also vital.

As a result, the owners were working into the night to just keep up.

During my time of engagement, the owner asked if I could give advice and feedback on how to move forward with the company growing as it was.

My advice was to look ahead five years and not at the present time to see where the Company was going and what would be needed.

As a family run successful business, the owner was looking to retire and his son would take over, therefore it was vital to establish a staff base which would fit with the future vision.

With peaks and troughs existing in the construction business we established that the Company was sufficient to absorb the growth in the future but a supply chain would need to be put in place to manage peaks and certain elements of the business needed to be de-risked but effectively managed.

There was an insurance claim that had to be prepared whereby an outside designer had made a significant error to a product scope, this was submitted and accepted by the Insurers, then paid in full to the company.

A dispute arose with one of the principle clients who were demanding unprecedented attendance and unlimited costs be applied to a Project with significant faults.

It transpired that the faults were the cause of another contractor and the client was looking for someone to share costs.

I established a process of how the company could assist, minimising costs and time with resource yet supporting the client.

What this did establish was that the client had no way of identifying the faults as no test and inspection plans were in place, fortunately the company did and this is what was used to prove the fault was not of their making.

We then established a 'start to finish' control process from tender enquiry to completion, including procurement, design and fabrication for every project, this effectively removed any possibility of defective works leaving the factory and incorrect installation on site.

Eventually the staff needed to move forward were interviewed and appointed and my time was done.