

1. Engineering is getting job done with limited resources. Important limited resources for our work are:
 - 1.1. Time
 - 1.2. Money
 - 1.3. Technical knowhow & technology.
 - 1.4. Labour and skill of labour.
 - 1.5. Availability of material
 - 1.6. Machinery
 - 1.7. Technical manpower
 - 1.8. Management/ organization
2. Basic tenants that cannot be violated:
 - 2.1. No plans no work.
 - 2.2. Follow standards and rates mentioned in circulars/internal memos.
 - 2.3. Cannot proceed to next stage of work without QC check. Project managers must check status of work before calling for QC check.
 - 2.4. Work is deemed to be completed (of any stage) only if QC check is completed and ATR, if required is sent.
 - 2.5. Start work only if schedule is provided by MD or advice from CR in writing.
 - 2.6. Possession (or wood work) cannot be handed over to customers without completion of Stage III QC check. Maintain a file of possession letters.
 - 2.7. Report any construction error or errors in plans to management. Report if plans are not compliant with standard guidelines issued in circulars.
 - 2.8. Study approved plans, compare with other plans like presentation drawings, working drawings, etc., before starting work. Also check plans with reference to standard guidelines issued in circular.
 - 2.9. Planning for requirement of material must be made on daily basis – send requisition. Requisitions can be sent for regularly used items upto 2 weeks in advance and for other items 4/6 weeks in advance. However, mention required date of delivery. Use standard format of requisitions wherever available.
 - 2.10. Additions and alterations must be properly recorded in separate file for each flat/villa. Any deviation from standard guidelines requires MDs written approval.
 - 2.11. Bills must be made at the earliest on completion of work. Cannot be delayed beyond one week.
 - 2.12. Hold payment of contractor across all sites by repeatedly sending a mail on every Friday to accountant and Jaya Prakash.
 - 2.13. Plan requirement of labour a day in advance. Cross check availability of labour at site every morning. Assign next day's work every evening.
 - 2.14. Complaints about payments from contractors and material suppliers must be brought to the notice of accountants, purchase and MD immediately in writing.
 - 2.15. Filing of plans must be in order. Originals to be maintained in site office. Use photocopies at site.
 - 2.16. Concreting must be done in presence of an engineer.
 - 2.17. Curing for all RCC /CC/ water proofing work is 21 days. Brick work and plastering must be done for 7 days.

3. Guidelines for dealing with customers:

- 3.1. A&A will be called for only after completing model flat or villa. Only changes permitted are given in circular. For other changes inform customer that managements approval is required. For such unapproved changes collect a request letter from customer and forward it to CR + discuss with MD during his site visit.
- 3.2. Customers must sign all pages of the A&A sheet. Send copy to CR. After A&A is finalized then customer must approach CR to make any further changes.
- 3.3. Customers requests for A&A before calling for A&A must be only by way of a request letter from the customer. File it in A&A file and send copy to CR.
- 3.4. If A&A is not given or signed in the specified period do not accept any A&As. Direct customer to CR.
- 3.5. A&A must be discussed with customer using working drawing.
- 3.6. Never commit to complete any work by a specific date. Always say that 'my team will try their best to complete the work on time'. You may also add 'subject to availability of material and labour'.
- 3.7. Customers can be clearly explained potential reasons for delay in work (future work). However, do not make excuses.
- 3.8. Do not be Mr. Fixit. Most customers want a patient hearing of their complaint. Engineers are advised to patiently hear their complaint without offering any solution. After hearing the complaint advice the customer to make a complaint through website. If required, ask front desk / asst. engineer/admin to help customer to make an online complaint.
- 3.9. Communication skills:
 - 3.9.1. Communication in writing especially by email should always be preferred over oral communication. As a standard practice send email and follow it up with the phone call on the next day.
 - 3.9.2. Try to provide brief but all relevant information in your email.
 - 3.9.3. Use viber for providing information. Do not ask for advice on viber.
 - 3.9.4. Wherever possible send pictures by viber instead of email.
 - 3.9.5. Always prepare a list of drawings/corrections that are required from consultants and email it to them. Carry a copy of the list during personal meetings.
 - 3.9.6. Quantity or item cannot be corrected in requisitions . Cancel and resend the fresh requisition. However, clarifications or specifications can be sent by email without changing requisition no.
 - 3.9.7. Email can be very effectively used to pressurize suppliers and office staff to complete their work. after sending the first mail you can send reminder mails by adding the following to the earlier email. 'Reminder – 1 (or 2 or 3...). Regards, xyz.
 - 3.9.8. All engineers must have call waiting on their phone. When they call someone they must wait for 30 seconds for the other side to pick up the phone, while on call waiting.