

Member Communication Experience



Lacking visibility into turnover status, construction managers and project managers cannot effectively coordinate teams, anticipate delays, or adjust timelines, creating unnecessary

Insufficient Information and Communication Channels

These challenges are all too familiar to the point that communication issues are cited as one of the top factors

details, misunderstandings, and limited access to the latest updates hamper the ability to identify and address issues that could impact the turnover process. Moreover, unreliable information and communication protocols can fuel uncertainty about project priorities and timelines, undermining efforts to track team progress and ensure turnover requirements and deadlines are being met.

As with poor communication, manual documentation processes can create their own bottlenecks throughout a project but can be especially problematic at the turnover stage given the immense volume of information to be transferred to the owner and their facilities team. Along with the decentralized nature of such processes, the lack of organization and transparency further complicates assessing project status and overall turnover readiness, increasing the risk of incomplete/misplaced/forgotten documentation, missed milestones, and a bump in costs.

How You Can Improve Tracking Turnover Status

No wonder the process can be a frenzied one for all the teams involved. Really, addressing these uncertainties comes down to how you're tracking it all. The answer isn't just one thing though. Here's what to look for to improve the process:

- ✘ "One" may be a lonely number but it's the only number that matters when it comes to where you keep and access your turnover documents. Having

process: control and visibility. With one virtual location it's far easier for construction managers to control collecting, storing,

sharing, and updating the documents that become part of the end-of-project package for the owner. Such a centralized

work, pending tasks, and upcoming deadlines. This allows for better coordination among teams, ensuring that turnover activities are completed on time and with minimal delays.

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- ✘ Having a virtual SSOT represents a tangible shift in how the turnover process has evolved. Owners are far more likely than not to expect a digital package of all documentation. To get to that point, you must go digital, too. And it's not just about digitizing and inventorying normally



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