Martin Concrete Construction

LESSONS LEARNED

COMPLETED BY:	DATE PREPARED:
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PROJECT NAME:	**SUBJECT:**
Project Titan	Clarity of Conversation, two way street

LESSON LEARNED :

An APM reached out to an SOM looking for the Site Specific for a new job. APM didn't have the clarity from either the PM or GC on what they required at the time. When SOM was asked he simply did a quick mock up and sent it over. No real harm done on either side. Both employees doing what they thought was best. (GC might be difficult to work with)

LESSON LEARNED CORRECTIVE ACTION & PICTURES:

-Get everything in writing and then when it doesn't sound right ask for clarity. All sides could have done a better job explaining or asking questions.

-Know your audience, knowing what the customer/co-worker is looking for keeps anyone from looking silly.

-Forward the email from one party to the next, they might read it differently and able to ask different questions.

-Double check, it takes two seconds.

- Reread everything before sending, even if it was right for the last job.

-Know the scope of work ahead.