

## **Overview**

Zivic & Hurdle Architects' approach to professional design services offered to its hospitality clients is based upon the concept that the design process, is of equal significance to the quality of the final building design itself. Zivic & Hurdle Architects' proactive attitude towards; project delivery, quality assurance, budget and schedule management, provides the entire design team direction and guidance throughout the complex phases of developing a hotel / lodging project and ultimately providing our clients with the highest level of product quality.

## **Client Satisfaction**

Zivic & Hurdle Architects are focused on providing a smooth and successful project experience for our hospitality clients. The corner stone of client satisfaction begins with the assignment of a Project Manager, typically a principal in the firm, who processes extensive knowledge and experience within the hotel/lodging building industry. The Project Manager is responsible for guiding the design team and client through the design and construction of the project. Key to client satisfaction is the designation of the Project Manager as the primary point of contact with the client who will act as the liaison with all other team members during the entire course of the project.

During the project, issues may arise that negatively impact its development. To address such matters, our office communicates frequently and candidly with our clients and informs them of any pending issues and discusses ways to resolve them. We are intent on maintaining a strong relationship with the entire team and committed to preserving the trust of our clients.

## **Project Delivery Methods**

Project delivery methods include: traditional design/bid/build, fast track, construction managed and design/build. All these methods require unique design delivery procedures that need to be recognized and addressed by the entire design team to ensure success during the construction process. Each method has advantages which we explore with each client and tailor to their needs. Established alliances with several contractors specializing in hotel/lodging facilities allow us to offer and deliver turnkey facilities to clients who prefer to streamline their involvement.

## **Quality Assurance -General –**

Quality may be characterized as the meeting of a project's defined objectives. Proper definition of the project's objectives is a prerequisite to providing quality services. Development and definition of a project's objectives is a joint effort of the client and Zivic & Hurdle and set forth in the pertinent Agreement between the Client and Zivic & Hurdle Architects. Proper communications is necessary throughout a project so that the client's perception of quality services received is in agreement with Zivic & Hurdle's perception and is consistent with requirements of the Agreement. Quality Control may be defined as maintaining a specified level of quality through the application of various control procedures, such as plans, checklists and reviews.

A Quality Control Program may be defined as providing confidence to Zivic & Hurdle Architects that the services provided to the client meet the project's objectives. A quality control program

must be managed such that proper quality objectives are established and the quality control procedures are effectively implemented. Therefore, a quality control program is extremely broad and consists of virtually everything we do in the planning and execution of a project. It begins during proposal preparation when the project scope is defined as are the responsibilities of Zivic & Hurdle Architects and the client. A quality control program is not simply seeing that a final review of a design is made prior to its submission!

While many factors and procedures are involved in providing quality services, it is only by every individual's dedication to quality and by the implementation of quality control, using established procedures on a project-by-project basis, that consistently acceptable quality service will be provided. In a design service organization such as Zivic & Hurdle Architects, quality is as much a matter of attitude as it is the implementation of specific procedures.

Policy – It is Zivic & Hurdle Architects policy to provide quality services to its clients in a cost-effective manner. Quality control is considered the central or core ingredient to the continued viability and well-being of the Company, as it contributes to a high degree of client satisfaction, increased value of services, reduced sales and marketing costs, a high professional reputation, cost effective financial and project management and the minimization or elimination of costly and damaging professional liability claims. Accordingly, the quality of services performed is to receive top priority in project planning and execution, so that services are performed with the exercise of a reasonable standard of care for professional services.

### **Implementation**

The Zivic & Hurdle Architects Quality Control Manual discusses the importance of and the Company's commitment to Quality Control. It provides the framework for more detailed procedures that are to be developed and implemented by the various teams and disciplines. It provides the basic parameters for the Quality Control program and the responsibilities of project teams, Project Managers and the Quality Control Officer for individual projects. A Project Quality Control Plan will be established and implemented for each project. The Project Manager will manage this plan, with overall administration by the Quality Control Officer.

### **Budget and Schedule Management**

The measure of successful architecture does not rest entirely on how creatively the project goals and requirements are solved. A project's success is often gauged by its adherence to budget and schedule. The leadership at Zivic & Hurdle Architects develops work plans that encompass tasks, staffing and schedule requirements prior to project start-up. The work plan is monitored daily and adjusted throughout the life of the project to ensure accurate forecasting. Construction budgets are defined early with the client during the course of contract negotiation. Construction budgets require professional control provided by specialized consultants or by contractors participating in the project delivery methods that demands their participation during the course of the project's development.