
Collaborative Project Delivery Reloaded

The Owner's Representative

Today

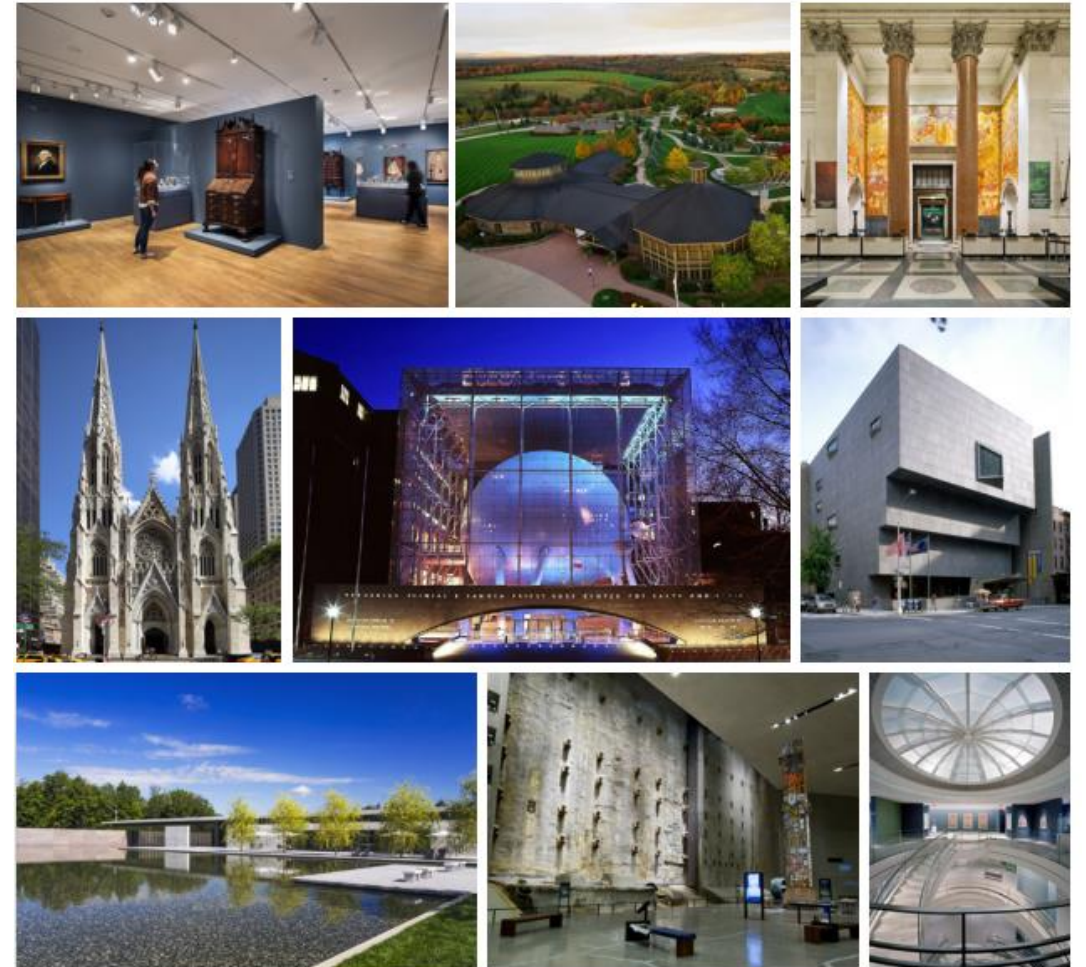
- About Zubatkin
- What Do Owners Want?
- Role of the Owner's Rep
- Collaborative Delivery
- Communication
- Sample Projects



Buffalo AKG Art Museum

Zubatkin Owner Representation, LLC

- 25+ Years
- \$7B+ Completed Work
- 50+ Employees
- Construction Professionals, Engineers, Architects, Cost Estimators, Exhibit Fabricators, Facility Managers, Sustainability Specialists, Project Controls
- ITG: In-House Technical Group



What Do Owners Want?

- A Successful Project
- Cost Certainty
- To be Kept Informed
- To be Kept Engaged
- To be Heard
- To Understand Their Options
- To Not be Surprised



Al Hamra Tower Kuwait City [SOM]

Role of the Owner's Representative

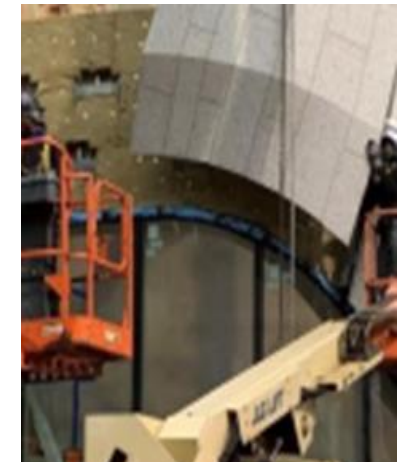
- Trusted Adviser, Sees The Big Picture
- Communication w/ Owner, Team
- Overall Schedule, Scope & Budget
- Pre-Concept thru Close-Out
- Design, Technical, Implementation
- Facilitates Resolution of Issues
- Keep the Team Aligned, on Course
- Responsible to Multiple Stakeholders



AMNH Gilder Center NYC

Collaborative Delivery

- Communication: Roles and Responsibilities, Transparency, Tracking
- Establish Clear Project Goals
- Planning: Schedule, Scope & Budget
- Clarity of Deliverables
- Design Evolution/ Early Involvement
- Design Assist
- Mock-Ups/ Testing/ Quality Control
- Systems Integration



Mock-Up Detail Evolution

Communication

- Clear Roles and Responsibilities
- Uniform Protocols: OAC, PMT, Other
- ID Exposures, Place in Perspective
- Get Out Ahead of Potential Issues
- Tailor Information to Your Audience
- Manage Expectations
- Follow-Up to Closure



Buffalo AKG: Common Sky

Thank You!