





10 Delivery Principles

For Operational Business Managers

Managers above the Delivery Manager – e.g. Operations Manager, Line of Business Manager, General Manager

These principles represent an Operational Business Manager’s commitment to act responsibly and take accountability for the project’s success.

 Site visits	1	Visit each site regularly and ensure Zero Harm principles are being implemented.
	2	Inspect and understand the physical state of works on the project.
 Governance	3	Ensure the project is following the Downer Delivery Management Methodology.
	4	Ensure tracked programmes/schedules and productivity and performance measurement processes are in place.
	5	Review the project for financial performance and risk management.
	6	Verify evidence of compliance with contract terms for scope, extensions of time and variations.
	7	View a reduction in tender/forecast margin as a loss and an improvement on budgeted margin a success.
 Relationships	8	Build strong relationships with our customers.
	9	Communicate regularly with your teams and celebrate success.
 Learning	10	Ensure lessons learnt and project review findings are actioned and share with your team, estimators and peers.