GEOPROFESSIONAL BUSINESS ASSOCIATION

USE ADD TEXT TO COMPLETE

GBA Project Management
Case History Form

Author's Name/Title _____

Firm Name _____

Firm Location (Street/City/State) _____

Office Phone _____

Mobile Phone _____

E-Mail Address _____

Date Submitted _____

Committee/Council _____

Brief Descriptive Title (keywords only) _____

Lessons Learned: It's important to know "up front" about the lessons you learned, because that information guides development of the case, in terms of facts included or omitted (some facts don't matter because the case is an educational tool), material that is emphasized or deemphasized, and so on. Some of the lessons commonly learned are listed below. Select all that apply:

- ☐ act in haste and repent at leisure
- ☐ avoid conflicts of interest
- ☐ avoid definitive conclusions
- ☐ avoid doing favors
- ☐ avoid purchase orders
- ☐ avoid high-risk clients
- ☐ avoid high-risk projects
- ☐ avoid third-party reliance
- ☐ avoid unfavorable contract terms
- ☐ balance risk with conservatism
- ☐ counter the testimony of "hired-gun" experts
- ☐ cheap engineering is expensive
- ☐ communicate actively to resolve problems
- ☐ communicate risks to client representatives
- ☐ conduct pre-construction meetings
- ☐ consider the risk of economic downturn
- ☐ contemplate the risk of changed specifications
- ☐ develop strong relationships with client representatives
- ☐ develop strong relationships with constructor representatives
- ☐ do not "certify" (guarantee or warrant) professional services
- ☐ document change orders
- ☐ document ignored recommendations
- ☐ document promises made orally
- ☐ don't stick your head in the sand
- ☐ establish project roles/responsibilities
- ☐ go/no-go evaluations are critically important
- ☐ invest in staff training/professional development
- ☐ know when to settle
- ☐ limit the firm's liability
- ☐ maintain professional project relationships
- ☐ maintain project communication
- ☐ maintain project continuity
- ☐ make appropriate staff assignments
- ☐ manage client expectations
- ☐ mutual scope-of-service development reduces risk
- ☐ obtain a retainer
- ☐ obtain a signed contract
- ☐ obtain adequate fee and scope of services
- ☐ practice in your expertise
- ☐ provide adequate field coverage
- ☐ provide adequate field documentation
- ☐ provide adequate project documentation
- ☐ provide thorough reports
- ☐ purge project files
- ☐ resolve disputes before they become lawsuits
- ☐ review plans and specifications
- ☐ understand indemnities
- ☐ understand OSHA site-safety regulations
- ☐ understand project relationships
- ☐ understand risk vs. reward
- ☐ understand standard of care
- ☐ use appropriate and concise language
- ☐ use appropriate limitations
- ☐ work with government agencies
- ☐ other

Principal Audience: Let us know which members of a geoprofessional firm would, in your opinion, benefit most from using your case history. Select all that apply:

- ☐ firm principals/leaders
- ☐ branch-office managers/regional managers
- ☐ discipline leads,
- ☐ project managers
- ☐ project professionals
- ☐ field representatives
- ☐ laboratory technicians/managers
- ☐ professional-development personnel
- ☐ sales/marketing personnel
- ☐ other

Principal Disciplines or Services Involved: Which discipline or disciplines were principally involved? Select all that apply:

- ☐ geotechnical engineering
- ☐ geostructural engineering
- ☐ engineering geology
- ☐ geology
- ☐ environmental services
- ☐ construction-materials engineering and testing
- ☐ civil engineering
- ☐ construction management
- ☐ hydrogeology
- ☐ biological sciences
- ☐ industrial hygiene
- ☐ water-resources services
- ☐ permitting
- ☐ cultural resources
- ☐ other

The Client: The client is the party that signed the contract that governed the project. Describe the client briefly; e.g., housing developer, big-box retailer, industrial owner, manufacturer, hospital, petroleum distributor, state DOT, or public university.

The Project: Tell us the project involved in this case history; e.g., townhouses, mixed-use development, condominiums, addition to a warehouse, new hotel, school remodel, stadium expansion, UST replacement, new bridge, highway widening, or water-line replacement, etc.

Assignment of the GBA-Member Firm: Please provide a brief description of the scope of service for the project; e.g., subsurface assessment, geophysical study, Phase I ESA, QA services, wetlands assessment, floor-flatness testing, value-engineering assessment, or shoring design.

Background: Please provide information briefly describing what happened from the onset of a project to that point where problems develop. Provide the information in a summarized fashion, identifying who did or did not do what; the impact of such action or inaction; what happened next; and so on. You may be helped by answering the questions who, what, when, where, how, and why, not necessarily in that order. GBA will provide writing, editing, and graphics support as needed.

Problems and Outcomes: Please provide a brief summary of the problems encountered and how they were overcome; e.g., "Client alleged we were negligent. Insurer assigned an attorney; attempts to settle beforehand failed. Client selected a hired-gun expert; former professor. Used GBA's 'Recommended Practices…' document and impeached testimony. During trial, plaintiff asked to settle. We refused. Received a dismissal with prejudice."

Comments of the GBA Member: The individual who prepared the first draft of the case history will create initial comments, based on your conversation with that person. You will then be at liberty to add to, subtract from, or otherwise modify this section, so it accurately reflects your thoughts.