**Projects Team Coordination SOP**

**Department:** BDM  
**Sub-department:** Leasing  
**SOP ID:**

**Objective**

To establish a standardized process for the Projects Team to coordinate with internal departments (e.g., Accounts, Business Development, IT, Electrical, Facility, Layouts) to execute client projects, ensuring timely completion, compliance with client requirements, and optimal space utilization across Novel Office properties in Bangalore, initiated only upon confirmation of 100% security deposit receipt.

**Scope**

This SOP applies to:

* All project-related activities undertaken by the Projects Team for client office setups, model office installations, and layout optimizations across seven Novel Office properties (NTP, NBP, NOB, NOW, NOM, NOQ, NOC).
* Coordination with internal teams (e.g., Accounts, Business Development, IT, Electrical, Facility, Layouts) and external stakeholders (e.g., clients, vendors).

Applicable for:

* Projects Team (Project Manager, Project Engineers)
* Business Development Managers (BDMs)
* Accounts Team
* IT Team
* Electrical Team
* Facility Team
* Layouts Team
* Management
* Clients

**Definitions**

* **Projects Team**: The department responsible for executing client office setups, model office installations, and layout optimizations.
* **Project Manager**: The senior member overseeing project planning, resource allocation, and inter-departmental coordination.
* **Project Engineer**: The team member assigned to manage a specific project, coordinating with all relevant teams and ensuring completion.
* **Security Deposit**: A refundable payment (typically 3 months’ rent) required from hard blocking the space.
* **ERP System**: Novel’s internal Enterprise Resource Planning system for managing project tasks, client data, and progress tracking ([ERP](https://erpnoveloffice.in/)).
* **Carpet Area Realization (CAR)**: The standardized per-seat pricing rate calculated as CAR (₹/sft) = Total Deal Value (Excl. GST) / Carpet Area (sft), adjusted for freebies.

**Roles and Responsibilities**

1. **Projects Team (Project Manager)**:
   * Receive project initiation notifications from BDMs upon 100% deposit confirmation.
   * Assign a Project Engineer to each project based on expertise and availability.
   * Oversee project planning, resource allocation, and inter-departmental coordination.
   * Approve project completion reports and escalate issues to Management if needed.
2. **Project Engineer**:
   * Manage all aspects of the assigned project, including coordination with IT, Electrical, Facility, and Layouts Teams etc.
   * Ensure project compliance with client requirements, layouts, and regulatory standards.
   * Notify the respective BDM upon project completion, logging details in ERP.
3. **Business Development Managers (BDMs)**:
   * Confirm receipt of 100% security deposit from the Accounts Team and notify the Projects Team.
   * Provide client requirements and layout plans to the Project Engineer.
   * Conduct final client walkthroughs post-project completion.
4. **Accounts Team**:
   * Verify and confirm receipt of 100% deposit, notifying the BDM.
   * Process invoices and track financial compliance for projects.
5. **IT Team**:
   * Provide technical support for IT-related requirements (e.g., leased lines, server rooms).
6. **Electrical Team**:
   * Support electrical installations (e.g., UPS sockets, raw power) per client specifications.
7. **Facility Team**:
   * Maintain property standards and assist with project-related logistics (e.g., material storage).
8. **Layouts Team**:
   * Provide customized layout plans for client offices and model offices, as directed by the BDM or TL.
9. **Management**:
   * Approve deviations from project timelines, budgets, or regulatory requirements.
   * Review project performance reports and strategic recommendations.
10. **Clients**:
    * Provide project requirements and feedback, participating in final walkthroughs.

**Standard Procedure**

**1. Confirmation of Security Deposit**

* **Process**:
  + The Accounts Team verifies receipt of the 100% deposit in the client’s account.
  + The Accounts Team notifies the assigned BDM via outlook, including client details, deposit amount, and project ID.
  + The BDM logs the confirmation in ERP and proceeds to initiate the project.

**2. Project Initiation by BDM**

* **Process**:
  + The BDM notifies the Project Manager via ERP and outlook, attaching client requirements (e.g., seat count, IT specifications, layout preferences) and the approved layout plan from the Layouts Team.
  + The BDM schedules a kick-off meeting with the Project Manager within to discuss project scope and timelines.

**3. Assignment of Project Engineer**

* **Process**:
  + The Project Manager reviews the project requirements and assigns a Project Engineer based on expertise, workload, and property familiarity (e.g., experience with NOQ projects).
  + The Project Manager notifies the Project Engineer and BDM, assigning a project ID and timeline.
  + The Project Engineer acknowledges assignment via Outlook and schedules an initial coordination meeting with relevant teams (e.g., IT, Electrical, Facility).

**4. Project Execution and Coordination**

* **Process**:
  + The Project Engineer develops a project plan, including milestones, resource requirements, and timelines, based on client specifications and layout plans.
  + Coordinate with:
    - **IT Team** for technical setups (e.g., leased lines, server rooms).
    - **Electrical Team** for power-related installations (e.g., UPS sockets).
    - **Facility Team** for logistics (e.g. site access).
    - **Layouts Team** for any layout adjustments or clarifications.
  + Conduct weekly progress meetings with all teams, logging updates in ERP (e.g., “NOQ project: IT setup 50% complete”).
  + Address issues promptly, escalating unresolved matters to the Project Manager within 24 hours.

**5. Project Completion and Handover**

* **Process**:
  + The Project Engineer verifies project completion against client requirements and layout plans, conducting a final inspection.
  + Notify the BDM via Outlook, providing a completion report (e.g., “NOQ 30-seat project completed on 30-Jun-2025”).
  + The Project Engineer logs the completion in ERP, including any client feedback from the walkthrough.

**6. Post-Project Reporting**

* **Process**:
  + The Project Engineer submits a final report to the Project Manager, detailing project outcomes, costs, and any deviations from the plan.
  + The Project Manager reviews the report and updates ERP with KPIs (e.g., project completion time, client satisfaction score).
  + The Project Manager escalates any significant issues (e.g., budget overruns) to Management, logging in ERP.

**Exceptions**

1. **Delayed Security Deposit Confirmation**
   * **Scenario**: The Accounts Team delays confirming the 100% security deposit, halting project initiation.

* **Resolution**: The BDM escalates to the Accounts Team lead within 4 hours, requesting confirmation within 24 hours. If unresolved, the BDM notifies the client of the delay

1. **Incomplete or Inaccurate Client Requirements**
   * **Scenario**: The BDM provides incomplete or conflicting client requirements (e.g., vague IT specifications), delaying project planning.
   * **Resolution**: The Project Engineer requests clarification from the BDM within 24 hours, scheduling a meeting with the client if needed. Revised requirements are logged in ERP, and the project plan is updated within 2 business days.
2. **Project Engineer Unavailability**
   * **Scenario**: No suitable Project Engineer is available due to workload or absence, delaying project assignment.
   * **Resolution**: The Project Manager assigns a temporary engineer or redistributes workload within 24 hours, notifying the BDM. If unresolved, the Project Manager escalates to Management, logging in ERP (e.g., “No engineer available; temporary assignment made”).
3. **Inter-Departmental Coordination Failures**
   * **Scenario**: Teams (e.g., IT, Electrical, Facility) fail to deliver required support (e.g., delayed setups, missing materials).
   * **Resolution**: The Project Engineer escalates to the Project Manager within 24 hours, who coordinates with the respective team lead. If unresolved, the Project Manager escalates to Management with interim solutions (e.g., external vendors), logged in ERP (e.g., “IT setup delayed; escalated to Management”).
4. **Regulatory or Compliance Restrictions**
   * **Scenario**: Local regulations (e.g., fire safety, building codes) restrict project execution (e.g., server room setup, model office).
   * **Resolution**: The Project Engineer coordinates with the Facility Team to assess compliance within 24 hours. Alternative solutions (e.g., modified layouts) are proposed within 2 business days, approved by the Project Manager, and communicated to the BDM, logged in ERP (e.g., “Fire safety restricts NOQ setup; alternative proposed”).
5. **Vendor-Related Delays**
   * **Scenario**: External vendors (e.g., IT, electrical suppliers) delay material delivery or services, impacting project timelines.
   * **Resolution**: The Project Engineer coordinates with the Facility Team to source alternative vendors within 24 hours. The BDM is informed of revised timelines, offering compensation (e.g., 10% setup cost discount) if delays exceed 3 days, logged in ERP (e.g., “Vendor delayed NOQ setup; alternative sourced”).
6. **Client Requests Post-Completion Modifications**
   * **Scenario**: The client requests changes (e.g., additional seats, new amenities) after project completion.
   * **Resolution**: The Project Engineer assesses feasibility with relevant teams within 2 business days, coordinating with the BDM. A revised project plan and cost estimate are submitted to the client, logged in ERP (e.g., “Client requested additional 5 seats; revised plan sent”).
7. **ERP System Downtime**
   * **Scenario**: ERP downtime prevents access to project data, client requirements, or progress tracking.
   * **Resolution**: The Project Engineer uses a temporary Google Sheet (Shared File > Projects > Temporary Project Tracker) to log progress and communicates with teams via WhatsApp or email. Data is updated in ERP within 24 hours of system restoration, logged (e.g., “ERP downtime; used temporary tracker”).
8. **Client Delays Walkthrough or Feedback**
   * **Scenario**: The client delays the final walkthrough or fails to provide feedback within 2 business days, stalling project closure.
   * **Resolution**: The BDM sends automated reminders via ERP on days 3 and 5. If unresponsive, the Project Engineer escalates to the client’s decision-maker, copying the BDM TL, and logs in ERP (e.g., “Client delayed walkthrough; escalated on 30-Jun-2025”). If no response within 7 business days, the project is marked “Pending Closure” in ERP.
9. **Budget Overruns During Project Execution**
   * **Scenario**: Project costs exceed the approved budget due to unforeseen expenses (e.g., premium materials, urgent vendor services).
   * **Resolution**: The Project Engineer notifies the Project Manager within 24 hours, providing a cost overrun analysis. The Project Manager escalates to Management for approval of additional funds or client cost-sharing, logged in ERP (e.g., “NOQ project overrun by $1,000; client approval sought”).

**Key Performance Indicators (KPIs)**

* Confirm security deposit receipt within 24 hours (target: 100%).
* Assign Project Engineer within 24 hours of project initiation (target: 100%).
* Complete project execution within agreed timelines (target: ≥90%).
* Achieve client satisfaction score of ≥85% via post-walkthrough feedback.
* Submit monthly project performance reports by the 5th of each month (target: 100%).
* Resolve inter-departmental issues within 3 business days (target: ≥90%).

**Tools and Resources**

* **ERP System**: For project tracking, deposit confirmation, and KPI reporting ([ERP](https://erpnoveloffice.in/)).
* **Communication Tools**: Outlook, Microsoft Teams/Google Meet, Google Calendar, WhatsApp group.
* **Feedback Tools**: Google Forms for client feedback.
* **Document Storage**: SharePoint for project plans, reports, and agreements.

**Review and Revision History**

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| --- | --- | --- | --- | --- |
| **Version** | **Changes Made** | **Updated By** | **Date** | **Future Review** |
| 1.0 | Initial SOP Created | Operations Department | 30-Jun-2025 |  |

*Login to ERP using employee credentials to access the link.*