

Ref #	Tasks	Freq	Outcome Required	Skills Required	Performance Standards Expected & How Measured
01	Produce technically accurate hydraulic designs.	100%	Technically correct designs will: <ul style="list-style-type: none"> Positively reinforce HSCL industry recognition. Prevent any negative peer reviews. 	A knowledge & understanding of: <ul style="list-style-type: none"> Plumbing codes. Building codes. General building construction. Plumbing equipment installation. 	<ul style="list-style-type: none"> The director's in-house QM review will indicate minimal "Red Flags" against design. Any external peer reviews will not be able to justifiably focus on the technical content of the design.
02	Produce coordinated hydraulic designs.	100%	Coordinated designs will: <ul style="list-style-type: none"> Blend into & with the structural & architectural elements of the building. Not interfere with the installation of any other services or elements within the building. 	A knowledge and understanding of: <ul style="list-style-type: none"> Building construction. Plumbing materials limitations. Other building services requirements. Ability to read other services drawings. 	<ul style="list-style-type: none"> The director's in-house QA review will indicate minimal "Red Flags" against design. Any external peer reviews will not be able to justifiably focus on the coordination aspect of the design.
03	Produce cost efficient hydraulic designs.	100%	Cost efficient designs will: <ul style="list-style-type: none"> Achieve the projects budgetary constraints. Confirm to the client our in-depth understanding of our chosen profession. Deliver new hydraulic solutions as a "Benchmark" to other industry players. 	A knowledge & understanding of the cost of: <ul style="list-style-type: none"> Plumbing materials. Labour installation. 	<ul style="list-style-type: none"> The director's in-house QA review will indicate minimal "Red Flags" against design cost. Feedback from the client, trade & main contractors will generally be positive.
04	Produce hydraulic drawings that clearly convey the design intent.	100%	Clear drawings will: <ul style="list-style-type: none"> Allow the tenderers to offer accurate pricing of the design. Reduce queries, during both the tendering & installation phases of the project. 	A knowledge & understanding of: <ul style="list-style-type: none"> Draughting processes & disciplines. An "eye" for balanced drawing layout. 	<ul style="list-style-type: none"> The director's in-house QA review will indicate minimal "Red Flags" against design intent. Feedback from the client, trade & main contractors will generally be positive. The number of queries requesting further design information will be minimal. Comparison against similar projects undertaken in-house will be satisfactory.
05	Respond to inward correspondence & return phone calls in a timely manner.	100%	Timely communication with our clients on various levels will: <ul style="list-style-type: none"> Externally reinforce our positive commitment for the project. Externally reinforce the perception of our ability to "do" this project. Reduce any possible future contractual claims based around non-performance. 	A knowledge & understanding of: <ul style="list-style-type: none"> General communication skills. Phone skills. E mail skills. Faxing correspondence. Contractual administration procedures. Filemaker Pro, Microsoft word, outlook express, excel. 	<ul style="list-style-type: none"> All correspondence relating to any construction detail necessary will be responded to within 24 hours of receipt. Any general inward communication requiring a reply will be responded to within 5 working days of receipt. Phone calls will be returned the same day or, if out of the office on the day of receipt, the next working day.

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06	Delivery of documents to client in a timely manner.	100%	Establishing agreed delivery dates permits accurate forecasting & allocation of HSCL's labour & resources.	<ul style="list-style-type: none"> Job planning skills An understanding of the professional design team's processes. Client liaison to agree relevant dates. 	Documents to be delivered to client by/at: <ul style="list-style-type: none"> Previously agreed dates: 100%. Unconfirmed or estimated dates: Within two days.
07	Develop cash flow forecast.	Job x job	The designers cash flow forecast will: <ul style="list-style-type: none"> Permit the designer to obtain a greater understanding of the project. Allow HSCL management forward warning of any unusual resources required. 	A knowledge & understanding of: <ul style="list-style-type: none"> The projects duration. Job estimating procedures. Job costing procedures. Job progress claim dates & procedures. 	All projects over \$5,000.00 will have a cash flow developed within one week of job opening.
08	Actively manage HSCL's cash flow during our involvement in the project.	100%	The designers involvement in the management of the cash flow will: <ul style="list-style-type: none"> Allow him to understand his budgetary allowances & constraints for the project. Ensure the client is monitored & is aware that HSCL take cash flow as an important part of our partnering commitment to the project. 	A knowledge & understanding of the HSCL: <ul style="list-style-type: none"> Job costing procedures. Job invoicing procedures. Job reporting procedures. Job progress claim procedures. Job Possible Scope Change advice procedures. 	Monthly billing will truly reflect our current job status & will measure the designer's current estimate of completion against the actual figures showing within the Job Data Sheet.
09	Record hours worked.	Daily	Timely & effective reporting of hours worked will: <ul style="list-style-type: none"> Ensure all job & administrative allowances are accurately allocated. 	A knowledge & understanding of: <ul style="list-style-type: none"> The use of the HSCL timesheet. The use of holiday allowance database. 	Time sheet to be completed by Wednesday after the Week Ending. It is preferable to have time sheets completed on the Friday of the Week Ending.
10	Manage & plan the time expended on the project.	Job x job	Correct time management will: <ul style="list-style-type: none"> Allow consistent estimating data to be formulated. 	A knowledge & understanding of: <ul style="list-style-type: none"> Job planning procedure. The construction programme. HSCL's internal design process. HSCL's Job Data Sheet. 	<ul style="list-style-type: none"> 95% of quoted projects will be completed within +/- 5% of budget when measured against the estimate & the HSCL Job Data Sheet. Comparison against similar projects undertaken in-house.
11	Develop the HSCL project drawings register.	Job x job	A correct drawing register will allow: <ul style="list-style-type: none"> Accurate forecasting of draughting resources. Offer the client an early understanding of the drawings to be delivered by HSCL. 	A knowledge & understanding of: <ul style="list-style-type: none"> HSCL's project commitment. Job planning procedure. The construction programme. HSCL's internal design process. HSCL's Job Data Sheet. HSCL's Drawing Transmittal Sheet. The HSCL project file. 	<ul style="list-style-type: none"> All projects over \$1,500.00 will have a drawing register developed within one week of job opening. The register will be forwarded to the client & a copy will be filed in Section 3.

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12	Ensure adequate workflow to draughtsperson.	Daily	Your allocated draughtsperson will be gamefully & usefully employed.	A knowledge & understanding of: <ul style="list-style-type: none"> The internal HSCL draughting process. The hours estimated against the project for draughting. Standard construction details required in-house. 	The draughtsperson will be occupied 90% of the time against chargeable time, as measured against his time sheet.
13	Check accuracy of the draughtsperson's work.	Job x job	It is necessary for all HSCL drawings to: <ul style="list-style-type: none"> Be correctly draughted using all the agreed HSCL disciplines. Accurately reflect the design requirements. Look consistent to the end-user. Set an industry bench-mark of quality. 	A knowledge & understanding of: <ul style="list-style-type: none"> The internal HSCL draughting disciplines. The correct HSCL symbols & their use. 	<ul style="list-style-type: none"> The director's in-house QA review will indicate minimal "Red Flags" against draughting errors. Feedback from the client, trade & main contractors will generally be positive.
14	Assume responsibility for the correct movement, filing & archiving of all project correspondence, (both electronic & hard) & drawings.	Job x job	It is necessary for all HSCL paperwork to: <ul style="list-style-type: none"> Allow any of your co-workers to locate data within the company, allowing efficient transfer &/or use of resources. Be able to be retrieved in an efficient manner, as the ability to do this is often externally viewed as a measure of an efficient organisation. 	A knowledge & understanding of: <ul style="list-style-type: none"> The internal HSCL document management system. 	<ul style="list-style-type: none"> All paperwork is to be filed monthly. Internal QM audit will monitor archiving & paper movement.
15	Develop your personal understanding of plumbing systems, the construction industry & the internal mechanisms of HSCL.	100%	For HSCL to maintain its sustainable advantage over competitors, it is necessary for all HSCL staff to: <ul style="list-style-type: none"> Attend various industry training seminars. Attend &/or present internal HSCL training seminars. 	<ul style="list-style-type: none"> Ability to make time to attend various seminars, given due notice of their timing. The ability to formulate & deliver an internal training session. 	<ul style="list-style-type: none"> The staff member will deliver an internal training session bi-monthly. Reasonable attendance at external training sessions.
16	Provide guidance to HSCL junior designers.	100%	To allow HSCL to grow, your experience, gathered over a number of years, is required to be passed on to your junior peers.	<ul style="list-style-type: none"> Ability to interact & maintain an effective working relationship with your peers. 	<ul style="list-style-type: none"> Response to all Junior designers queries or calls for assistance.
17	Actively & positively promote HSCL at project design meetings & at other external engagements.	100%	The external view of HSCL must be one of a technical & administratively competent company, capable of delivering the requirements of the current project & well worth having involved on future projects.	HSCL staff will: <ul style="list-style-type: none"> Possess a positive attitude toward any reasonable external request for services, whether considered part of the existing contract or "extra" works. Be capable of positively interacting with other members of the professional team. 	<ul style="list-style-type: none"> Feedback from the client, peers, trade & main contractors will generally be positive.
14	Other such tasks that may be from time to time allocated for your action.	As allocated			<ul style="list-style-type: none"> Execution as required.