
Lessons Learned – The Forgotten Contract

Problem:

during Construction The client was asked to pay penalties for failing to offload equipment on time.

Root Cause Analysis – 5 Whys:

1. **Why** was the genset not transported?
→ Because the trucks and handling equipment had left the site.
2. **Why** did they leave the site?
→ Because they had not been paid.
3. **Why** were they not paid?
→ Because there was no formal contract in place.
4. **Why** was there no contract?
→ Because the project manager, did not formalize the agreement.
5. **Why** did this oversight happen?
→ A lack of procedural discipline and no contract checklist before site mobilization.

Key Lesson:

Even for minor or “routine” activities, **verbal agreements are not enough**. Every third-party service on site must be covered by a written contract, signed and logged before any mobilization. Skipping this step can expose the client to financial penalties and operational disruption far greater than the cost or effort of contract preparation. In a complex project recurring to a PMO (Project Management Organization) or PMC (Project Management Consultancy) can save time and money.

Why Contacting GVBA:

Many of the issues we’re called to fix could have been prevented with earlier involvement. Engaging GVBA at the planning or early execution stage helps put structure, accountability, and discipline in place—before small gaps become costly problems. But if you’re already in the middle of a project and things feel unstable, it’s probably not too late. We’re used to stepping into complex, high-pressure situations and helping teams recover control, rebuild trust, and finish strong.