

HalMacomber

The Project Reformer's e-Tip of the Week

006: Read the Proposal Everyday

By proposal I mean the document -- contract, statement of work or whatever -- that describes what the project is supposed to accomplish. This advice keeps people on track, while helping to fight scope creep. When Frank was at KPMG in the 1980's, there was a law, a piece of folklore really, known as *Klion's Law* -- it was named after Stan Klion who had been one of the firm's first partners in charge of consulting. *Klion's Law* was -- you guessed it -- read the proposal everyday. He's never lost site of this piece of advice because it works.

Read the proposal to team members. Don't let the promises you make to the customer slip into the background of the everyday urgencies of the project. Whenever that happens we risk the one thing that we're after on every project. What's that? Satisfying the customer completely.

e-Tip submitted by Frank Winters.

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