CENG 6101 Project Management

Change Management

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Change Management



Change Management

Changes may lead to cost overruns or cost savings, time extension or time savings

Change Order

- 1. For any changes to the scope of work, a written document of the change – called a change order - is submitted. This document is to verify and attain that a change to the original contract has occurred, and accordingly, time and cost implications might occur
- 2. Change orders are written for:
 - Alterations to the original scope of work
 - Increasing or decreasing the contract quantities
- 3. Change orders state the basis and amount of payment and time extension entitlement, and hence, the basis of a claim:
 - Unresolved change order = Claim

Change Order Form

Project Title: Order No.: Location of Change:	Change O CHANGE ORDER Date: Prepared By (print Phone No.:	rder Form N	o
Check all that apply: Electric Gas Design Construction Description of Change or additional work: (e.g. flop	oped lot, trench occupant change, etc.)		
Description of Estimated Costs Description This change requires detailed cost development Date Requested for Design/Construction Change: We the undersigned, as a principal or agent for the own work and agree to make payment within thirty (30) day Supersede or cancel any other applicable contract ten sthereafter, a change in condition exists that would d	T (al Est), "ted Cost of Chang tt. er vereby aution ze to perform the abo is and co. "tions. If at any time during constru- te from standards as described in s. will notify the applicant, make the billing the applicant's expense.	Cost	Tax
Work Authorized By (print):	Executed for : (print) Signature: Title: Phone No.: Form 6: Page 1 Revised	2-0579 of 1 : June 2002	

Claims in the Construction Domain

- A claim is an unresolved request submitted by the contractor for additional compensation for occurrences beyond his/her control
- "A claim is a demand, right or request for something rightfully or allegedly due"

Rubin, R.A., et al. (1992). *Construction Claims Prevention and Resolution*, 2nd Ed., Van Nostrand Reinhold, New York.



Claims in the Construction Domain

Causes:

- 1. Owner changes
- 2. Design errors/omissions
- 3. Wrong specifications
- 4. Non performance/contractor errors
- 5. Weather...etc

Claims in the Construction Domain

Categories of Claims						
1.Delays	2.Disruption	3.Changed Conditions	4.Scope Changes	5.Termination		
Late drawings, lack of access to site,etc	Client change orders, other contractors' delays,etc	Actual job conditions are different from those described in contract documents	Changes after the contract is signed	Contract being terminated before work is completed		

Impact of Construction Claims

"The Contractor has a general duty to mitigate the effect on its works of Employer Risk Events. Subject to express contract wording or agreement to the contrary, the duty to mitigate does not extend to requiring the Contractor to add extra resources or to work outside its planned working hours"

The Society of Construction Law (SCL) Delay and Disruption Protocol

Impact of Construction Claims

- Cost
- Time
- Time & Cost

Types of Impact



Types of Impact

- Direct Impacts: refers to the direct impact of changed work over ongoing original work
- Indirect Impacts: refers to the effect of changes on the work due to disruption: e.g., site congestion, disruption due to relocation, loss of learning curve, impact on worker motivation, rework, etc.



 Incremental Impact: multiple changes to a project that are taken and analysed individually to assess their effect on time & cost

 Cumulative Impact: multiple changes to a project that when taken individually do not have significant impact to the project, but when taken cumulatively, their impact is significant on time and cost

 The Construction Industry Institute (CII) has explained the notion of cumulative impact as follows: "When there are multiple changes on a project and they act in sequence or concurrently, there is a compounding effect – this is the most damaging consequence for a project and the most difficult to understand and manage. The net effect of the individual changes is much greater than the sum of the individual parts."

Emelyn Warde Martinez (2010). Dealing with Cumulative Impact Claims.

- Cumulative impact delays usually come from several change orders, site instructions, RFI's, differing site conditions, suspensions of work, or other work disruptions that are widely recognized as compensable delays
- Additional work adds complexity, creates congestion on site, disrupts work, creates additional learning curves, and may lead to rework

A delay is an <u>event</u> or <u>act</u> that prevents the execution of certain <u>task(s)</u>. This prevention leads to an extended finish date of the project and associated prolongation costs, if any.

- Opportunity for contractors to recover damages (as long as contracting has been in existence)
- 2. Evolved from simple bar charts (1914) to sophisticated software tools available today

Categories of Delays					
1.Independent Delay Occur in isolation & do not result from a previous delay	2. Serial Delay Result from unrelated delay in a preceding task	3.Concurrent Delay More than 1 delay occurring in the same time, and if any of other delays had not occurred, the project would have still been delayed by the remaining delay(s)			



- Concurrent Delays:
- 1- Two or more separate delays that occur in the same time period
- 2- Two or more separate delays that occur in the same time period but in two parallel critical paths
- 3- Two or more separate delays that occur in the same time; even if one had not occurred, the project would have been delayed by the **SAME** amount of time
- 4- Concurrent delays must fulfill the following requirements:
 - Occur in the same time period
 - Each of them has the ability to affect project duration

• Concurrent Delays Impact

Delay Type	Excusable compensable delay	Excusable non- compensable delay	Non-excusable delay
Excusable compensable delay	Extension of Time + Damages Compensation for the Contractor	Extension of Time for the Contractor	Extension of Time for the Contractor
Excusable non- compensable delay	Extension of Time for the Contractor	Extension of Time for the Contractor	Extension of Time for the Contractor
Non-excusable delay	Extension of Time for the Contractor	Extension of Time for the Contractor	Liquidated Damages for the Owner

- Types of Delay:
- Date Delay: is where an activity cannot start and/or finish until a specific date irrespective of when preceding activities were planned or were to be carried out
- It is modelled by the addition of a milestone with a constrained date
- Example: Delay in release of design



- Total Delay: is where a complete stoppage of work is caused
- It is modelled by changing the calendar for the relevant activities
- Example: Strikes and lockouts



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- Extended Delay: is where the as-planned duration of an activity is increased
- It is modelled by increasing the duration of the relevant activities
- Example: Increase in quantity of activity



- Additional Delay: is where there is a need to insert additional activities to the schedule.
- It is modelled by adding additional activities and linking them into the as-planned network
- Example: New or additional work requests



- Progress Delay: is where the %complete of the activity as compared to the plan is showing a delay
- It is modelled by the introduction of progress to the network (function built into Scheduling software)
- Example: Poor site management



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- Sequence Delay: when a delaying event affects the planned sequence of activities envisaged on the asplanned schedule
- It is modelled by adjusting the logic of the schedule to take account of the revised sequence
- Example: Change in specification of materials



- Modeling Delays
- Fragnets
- Usually delays are modeled by inserting simple single delay activities. For more complex cases, Fragnets are used to represent a complete delay schedule information



- Modeling Delays
- As-Planned or Baseline Schedule
- Is integral to determining and modeling the effect of changes and relevant events
- This schedule is often developed in a relatively short period of time, without full information and working to deadlines for submission
- Is fundamental for preparing claims for disruption and extensions of time because it allows the planner to demonstrate the effects of events on the likely completion of the works
- However, if the schedule is not constructed correctly, whilst it may appear to reflect the preferred sequence and timing of the works in the static state, it will not

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 - Is fundamental for preparing claims for disruption and extensions of time because it allows the planner to demonstrate the effects of events on the likely completion of the works
 - However, if the schedule is not constructed correctly, it will not realistically forecast changes when current progress, delays and such like are added to the schedule
 - Incorrectly developed schedule will provide misleading and inaccurate results

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- Modeling Delays
- Correcting As-Planned or Baseline Schedule
 - Not everything can be corrected, wherever possible, changes, corrections, additions, and the like should be made jointly
- Acceptable or Necessary Corrections
- Key contract dates

Project start and finish dates, key sectional completion dates

- Missing logic links
 - Every activity should have at least one predecessor start link and at least one successor finish link
 - Other wise, dangle activities will be present on the schedule



Figure 14.1 (a) Unlinked activity does not affect project completion. (b) Knock-on effect of dependency links.

- Constraints: Are dates added (e.g. Start On or Finish On) to an activity that can override their start or finish
- Activity durations: Especially for specialist works where duration estimates could inaccurate
- Sequence of activities: Such as swapping the order of activities
- Missing and Additional activities:
- Scope Changes:

Missing logic links

- According to the recommended Practice for Forensic Schedule Analysis (AACE International, 2011) for baseline (as-planned schedule) selection, validation and rectification says:
 - 1. Ensure that the baseline schedule is the earliest, conformed plan for the project. If it is not the earliest, conformed plan, be prepared to identify the significant differences and the reasons why the earliest, conformed plan is not being used as the baseline schedule.
 - 2. Ensure that the work breakdown and the level of detail are sufficient for the intended analysis.
 - 3. Ensure that the data date is set at notice-to-proceed (or earlier) with no progress data for any schedule activity that occurred after the data date.

- As-planned schedule (selection, validation and rectification):
 - 4. Ensure that there is at least one continuous critical path, using the longest path criterion that starts at the earliest occurring schedule activity in the network (start milestone) and ends at the latest occurring schedule activity in the network (finish milestone).
 - 5. Ensure that all activities have at least one predecessor, except for the start milestone, and one successor, except for the finish milestone.
 - 6. Ensure that the full scope of the project/contract is represented in the schedule.
 - 7. Investigate and document the basis of any milestones dates that violate the contract provisions.

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- As-planned schedule (selection, validation and rectification):
 - 8. Investigate and document the basis of any other aspect of the schedule that violates the contract provisions.
 - 9. Document and provide the basis for each change made to the baseline for purposes of rectification.
 - 10. Ensure that the calendars used for schedule calculations reflect actual working day constraints and restrictions actually existing at the time when the baseline schedule was prepared.
 - 11. Document and explain the software settings used for the baseline schedule.

- Modeling Delays
- As-Built/Progress Reports
- Record Keeping:
 - Minimum progress data: actual start and finish date of each activity and the progress of the activity at the end of each week.
 - The best way for this to be achieved is for the staff on the project to keep detailed daily site diaries.
- The records shall be in a form as agreed between the parties and shall include (SCL, 2002):
 - 2.2.1 identification of contractor/subcontractor working and their area of responsibility;
 - 2.2.2 operating plant/equipment with hours worked, idle or down for repair;
 - 2.2.3 work performed to date giving the location, description and by whom, and reference to the contract schedule;

- 2.2.4 test results and references to specification requirements. Lists deficiencies identified, together with the corrective action;
- 2.2.5 material received with statement as to its acceptability and storage;
- 2.2.6 information or drawings reviewed with reference to the contract specification, by whom, and actions taken;
- 2.2.7 job safety evaluations;
- 2.2.8 progress photographs;
- 2.2.9 a list of instructions given and received and any conflicts in plans and/or specifications;
- 2.2.10 weather conditions encountered;
- 2.2.11 the number of persons working on-site by trade, activity and location;
- 2.2.12 information required from and by the Employer/ER;
- 2.2.13 any delays encountered.

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- Modeling Delays
- As-Built Schedule
- Illustrates what did happen on the project as opposed to what was planned to happen.



- Methods of Delay Analysis
- Common Techniques include:
 - Global Impact Method
 - As-Planned Method
 - Modified As-Built Method
 - Net Impact Method
 - As-Built Method
 - But-for "Collapsing" Technique
 - Snapshots "Windows" Technique
 - Time Impact Analysis Technique
 - Delay Section Method
 - Isolated Delay Type Method
 - Float Allocation Method (U.S Board of Contracts Appeal)
 - Concurrent Delay Method

- Methods of Delay Analysis: Two publications, considered to be more balance and independent view of the subject of delay and disruption and how the analysis may be approached, are:
 - The Society of Construction Law Delay and Disruption Protocol:
 - Includes guidelines for core principles, preparing and maintaining schedules and records, dealing with EOT during construction, and disputed EOT issues after completion

Type of analysis	As-planned schedule without network	Networked as-planned schedule	Updated as-planned networked schedule	As-built records
As-planned versus as-built	x	or X	and X	or X
Impacted as-planned		x		
Collapsed as-built				x
Time impact analysis		x	or X	and X

 Table 15.1
 Methods of analysis and the required factual material 1.

Adapted from SCL Protocol table 4.13.

- Advancement of Cost Engineering International (AACEI)
 recommended practice 29R-03 Forensic schedule analysis
- Includes five sections addressing organization and scope, source validation, method implementation, analysis evaluation, and choosing a method together with appendices.

Layer 1	Layer 2	Layer 3	Layer 4		Layer 5	
Timing	Basic methods	Specific methods	I	Basic implementation Specific implement		
		Static logic	3.1	Gross		
			3.2	Periodic	Fixed periods	
	=				Variable periods or grouped	
	bservationa	Dynamic logic	3.3	Contemporaneous as-is	All fixed periods	
					Variable periods or grouped	
			3.4	Contemporaneous split	All fixed periods	
Spective				Variable periods or grouped		
		3.5	Modified / recreated updates	All fixed periods		
					Variable periods or grouped	
Retro	Additive modelling	3.6	Single base model	Global insertion		
				Stepped insertion		
		3.7	Multiple base model	Fixed periods		
	elle				Variable periods or grouped	
	po W	Subtractive modelling	3.8	Single simulation model	Global extract	
					Stepped extract	
			3.9	Multiple simulation models	Periodic modelling	
					Cumulative modelling	

 Table 15.2
 AACEI RP taxonomy and nomenclature hierarchy.

Table 15.3 Common names for methods of analysis.

Тахо	nomic description	Common name		
3.1	Observational : Static logic : Gross	As-planned vs. as-built AP vs. AB Planned vs. actual As-planned vs. update		
3.2	Observational : Static logic : Periodic	As-planned vs. as-built AP vs. AB Planned vs. actual As-planned vs. update Window analysis Windows analysis		
3.3	Observational : Dynamic logic : Contemporaneous updates : All Periods	Contemporaneous period analysis Contemporaneous project analysis Observational CPA Update analysis Month-to-month Window analysis Windows analysis		
3.4	Observational : Dynamic logic : Contemporaneous updates : Grouped periods	Contemporaneous period analysis Contemporaneous project analysis Contemporaneous schedule analysis Bifurcated CPA Half-stepped update analysis Two-stepped update analysis Month-to-month Window analysis Windows analysis		
3.5	Observational : Dynamic logic : Modified/recreated updates	Update analysis Reconstructed update analysis Month-to-month Window analysis Windows analysis		
3.6	Modelled : Additive : Single base	Impacted as-planned (IAP) Impacted baseline (IB) Plan plus delay Impacted update analysis Time impact analysis (TIA) Time impact evaluation (TIE) Fragnet insertion Fragnet analysis		
3.7	Modelled : Additive : Multi base	Window analysis Windows analysis Impacted update analysis Time impact analysis (TIA) Time impact evaluation (TIE) Fragnet insertion Fragnet analysis		

Table 15.3 (Continued)

Тахог	nomic description	Common name
3.8	Modelled : Subtractive : Single simulation	Collapsed as-built (CAB) But-for analysis As-built less delay Modified as-built
3.9	Modelled : Subtractive : Multi simulation	Collapsed as-built (CAB) Windows collapsed as-built But-for analysis Windows as-built but-for As-built less delay Modified as-built Look-back window

Table 15.4 Methods of analysis and the required factual material 2.

Source schodules	Method								
or data	3.1	3.2	3.3	3.4	3.5	3.6	3.7	3.8	3.9
Baseline schedule	Х	Х				Х	Х		
Schedule updates			Х	Х			Х		Х
As-built records	Х	Х			Х			Х	Х

Adapted from AACEI RP figure 18.

Global Impact Method



Total Delay (According to GIM) = 4 days

Actual Delay = 1 day (since the 3 days delay did not affect the critical path)

Global Impact Method

Advantages:

- Easy to use
- No CPM required

Disadvantages:

- Concurrency is neglected in this technique
- Types of delays are neglected
- Assumes all delays affect project completion

As-Planned Method



Note: The contractor will not be entitled to time compensation if the delays incorporated do not have an effect on the project completion date

As-Planned Method

Advantages:

Comparison done relative to the as-planned schedule

Disadvantages:

- Does not identify types or responsibility of delays
- Assumes static critical path

- Modified As-Built Method
- Delays are incorporated as activities & linked
- Critical path(s) are identified twice (planned & at end of project on the as-built schedule)
- The difference in finish dates is the amount of extension claimed

Modified As-Built Method

Advantages:

- CPM to illustrate changes
- Logic is identified

Disadvantages:

Does not deal with types and responsibility of delays

Prolongation Cost Calculation and Assessment

- Determine damages for all changes
- Determine delay damages and/or acceleration cost
- Determine damages due to productivity loss
- Determine extended overheads and/or liquidated damages
- Determine claim preparation cost

Prolongation Cost Calculation and Assessment

- Calculate loss of interest on capital, if any
- Check calculations of damages with established methods and/or practice
- Summarize damages
- Create report

M.A Baki (1999). Delay Claims Management in Construction - A step-By-Step Approach.

Prolongation Cost Components

- 1. Additional supervisory personnel costs
- 2. Increased material costs
- 3. Increased labour costs
- 4. Increased equipment costs
- 5. Extended head office overheads
- 6. Additional site overheads
- 7. Borrowing costs (escalation costs)
- 8. Interest costs (rise and fall costs)
- 9. Claim preparation cost
- 10. Disruption cost (loss of productivity & efficiency)

Prolongation Cost

Concurrent Delays:

"If the Contractor incurs additional costs that are caused both by an Employer Delay and concurrent Contractor Delay, then the Contractor should only recover compensation to the extent it is able to separately identify the additional costs caused by Employer Delay from those caused by the Contractor Delay"

The Society of Construction Law (SCL) Delay and Disruption Protocol

 Total cost method: involves a simple claim calculation based upon the assumption that all cost overruns are the result of the owner's actions

 Modified total cost method: involves calculating the contractor's cost overrun due to owner's actions and subtracting any costs associated with the contractor's bid error or performance problems

 Jury Verdict Method: If there is no way that a contractor can calculate its damages with any certainty, it leaves the calculation to the hands of the court by way of the jury verdict method. This methodology is typically employed when there is clear proof that the contractor was injured, but there is no reliable method of determining damages

- Measured Mile Method: compares identical activities in the impacted and non-impacted sections of the project in order to ascertain the loss of productivity resulting from the impact of the known set of events
- The Measured Mile calculation is favoured because it considers only the actual effect of the alleged impact and thereby eliminates disputes over the validity of cost estimates

- A "measured mile" analysis compares the productivity of a period that has been impacted by negative conditions to the productivity of similar work under normal conditions (for identical activities)
- The difference between the actual (inefficient) productivity and an identified normal productivity is the amount of excess cost and time to the contractor as a direct result of loss of productivity

Emelyn Warde Martinez (2010). Dealing with Cumulative Impact Claims.

MEASURED MILE



LOP = Loss of productivity

Timothy T. Calvey, and William R. Zollinger III (2003). Measured Mile Labor Analysis.

- Actual productivity under normal conditions was measured up to 60% of project
- Productivity for normal conditions was projected for the remaining percentage of work
- Projected productivity was measured against actual productivity under impacted conditions for remaining percentage of project
- The difference is the LOP as a result of disruption that occurred

MEASURED MILE



Cost Impact Labour = [X Impacted Conditions (hrs) - X Normal Conditions (hrs)] * Average hourly cost

Example: Given the previous case:

1 crew = 8 mhrs/hr @ \$168.25/hr (for the crew)

What is the cost impact for the disruption of work?

Cost Impact Labour=[32,668 mhrs/8 mhrs/hr – 24,000 mhrs /8 mhrs/hr] * \$168.25/hr Cost Impact Labour= \$182,298.88

"Entitlement to an EOT⁽¹⁾ does not automatically lead to entitlement to compensation (and vice versa)"

(1) Extension of Time (EOT)

The Society of Construction Law (SCL) Delay and Disruption Protocol

Time & Cost Entitlement

- Once Time & Cost entitlement have been defined, two possible scenarios might arise:
- 1. Claim processed and enters negotiation process for final approval
- 2. Claim rejected (Time at Large)

• For a hypothetical commercial building, the following network diagram illustrates the sequence of construction:



- The following delays were encountered prior to the slab pouring task:
- The designer increased the thickness of the slab; this increase will require 1 additional week as the slab will be cast in two layers and not just one as planned; this information was released just before commencing work on the activity and requires additional Engineering works
- The contractor's concrete pump had a breakdown prior to starting the slab activity – and required 2 weeks for repair

-

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- Assuming foundation and steel works were completed on time:
 - Assuming remaining activities progressed as planned, calculate the amount of delay the project encountered
 - Define the two type of delays encountered and whether they are concurrent or not

- Assuming the daily additional cost (direct + indirect) for the project is X, and the amount of liquidated damages to be paid for every additional week after contractual project completion is Y, given X<Y.
- What is the additional cost incurred due to the 2 delays, assuming that the contactor has decided not to accelerate the schedule to meet the contractual completion date?

- The amount of delay the project encountered is 2 weeks



[Activity ID
	Activity Name
ł	Original Duration

Define the two type of delays encountered and whether they are concurrent or not:

Owner Delay Event = 1 week Contractor Delay Event = 2 week Concurrent Delays with a degree of overlap





New completion Date = Week 18

- Conclusion:
- The contractor is required to pay liquidated damages in the amount of Y for the 1 additional week (non-excusable delay) of delay due to the pump breakdown.
- The new project completion date is 18 weeks from the commencement date of the project.

Example: Types of Changes

- Turnover of personnel
- Lack of funding to complete work (Owner)
- Communication breakdown within organizations
- Lack of skill and experience level to execute work
- Lack of quality of engineering
- Late delivery of engineering design and materials
- Compounding impact of numerous small changes

FIGURE 12.3 UPDATED BAR CHART FOR WAREHOUSE PROJECT

Weeks ****** Dur Pet Curr 12 13 14 15 1 2 3 4 5 7 8 9 10 11 16 Task 6 Project Wks Tot Stat Status Site Preparation 2 2 100 VIID 100% --Construct Footings 2 2 100 ----90% -------Pour Floor Slab 2 6 100 011 ------80% ----Erect Columns and Girders 3 6 100 70% ----Set Roof Joists 3 9 100 60% ----Install Metal Roof 3 9 67 50% Install Metal Wall Panels 3 15 33 40% 3 12 Install Doors and Windows 33 30% Install HVAC System 4 8 0 _____ ----20% Install Electrical 4 8 0 System . ---10% Install Sprinkler 3 9 System 0 _____ 0% Install Moveable 3 6 PartItions 0 -----Pave Drives and 2 6 Hardstands 0 Landscape Site 2 2 0 Scheduled Cumulative \$ 3 7 12 17 25 40 1 54 67 74 83 93 98 99 100 -------------------Actual Cumulative \$ 0 7 1 3 12 17 25 40 _____ \$ -1 -2 -4 -5 -5 -8 -15 Deviation -14 -----

PROJECT: ACME Warehouse Project

Updated As Of: End of 8 th Week

References:

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