

# Mastering Project Performance: A Continuous Challenge

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**The Denver International Airport (DIA) project is a notorious example of a large-scale infrastructure project that was plagued by significant delays and cost overruns.**

One of the primary reasons for these issues was a lack of accurate data and metrics, leading to poor decision-making and inefficient resource allocation.

However DIA is not alone in facing major project delays, the opening of Terminal 5 at Heathrow Airport in the UK, in 2008 was also marred by significant delays and operational issues.

In the case of Heathrow T5, problems were largely attributed to a combination of factors, including implementation of a complex and largely untested IT system. Lack of staff training prior to go-live, poor communications and an overambitious timeline.

And not confined to earthly projects, we have seen equally project-impairing issues with the recent space mission, Boeing Starliner program, which has faced several significant and high-profile challenges, primarily related to software and hardware issues. Resulting delays, mission failures, program setbacks and significant reputational damage to the Boeing brand.

Our question in today's article is whether either of these projects could have been saved by the implementation of better performance management and data measurements systems. Operating in real-time and supporting improved on-the-ground decision making, by the project teams?

Project management is a complex and dynamic field, constantly evolving with new methodologies, tools,

and technologies. However, one fundamental challenge persists: managing project performance.

## **Why Project Performance Matters**

Project performance is at the core of any project. It's the measure of how well a project meets its objectives in terms of time, cost, and quality. Effective project performance management ensures that projects are delivered on time, within budget, and to the required quality standards. It also enhances stakeholder satisfaction, improves organizational reputation, and maximizes return on investment.

## **The Persistent Challenge**

However, despite the importance of project performance, many projects still struggle to meet their objectives. Several factors contribute to this challenge:

- **Complex Projects:** Modern projects are increasingly complex, involving multiple stakeholders, diverse technologies, and intricate dependencies.
- **Uncertain Environments:** Economic, political, and technological uncertainties can significantly impact project outcomes.
- **Changing Requirements:** Evolving business needs and customer expectations can lead to frequent changes in project scope and requirements.
- **Resource Constraints:** Limited resources, such as budget, time, and skilled personnel, can hinder project performance.
- **Risk Management Challenges:** Identifying, assessing, and mitigating risks is a complex task that requires careful planning and execution.

## **Taking Responsibility: The Role of the Individual Project Manager**

While organizational factors play a role, individual project managers bear significant responsibility for project performance. Project managers play a pivotal role in ensuring that performance measurements support better decision-making and increase the likelihood of project success. Their key responsibilities include, defining Key Performance Indicators (KPIs) for the projects they are managing and aligning these with project objectives. Establishing effective measuring systems, appropriate to the size and complexity of the project. Ensuring data collection, data quality assurance and the implementation of data analysis tools. Project Managers must take charge of directly monitoring and tracking performance. These regular reviews form the backbone of effective decision making. Coupled with sufficient authority and confidence to make the right decisions in a timely way, regardless of repercussions.

As a project manager you are responsible for adequate communication of the projects performance, in a way that both the team and the sponsor will understand. And the project managers responsibilities in relation to performance capture does not end at the final delivery output. Good project managers also take the opportunity to extract performance lessons, from which they and their team can take appropriate learnings, for future project activities.

It goes without saying that where possible, project professionals should come prepared on their project to manage, monitor and evaluate project performance.

Here are some key strategies to enhance project performance:

- **Clear Project Objectives:** Ensure that project objectives are clear, measurable, achievable, relevant, and time-bound (SMART).
- **Robust Project Planning:** Develop a detailed project plan, including a work breakdown structure, Gantt chart, and resource allocation plan.
- **Effective Risk Management:** Identify, assess, and mitigate risks proactively.
- **Strong Stakeholder Management:** Build strong relationships with stakeholders and keep them informed throughout the project lifecycle.
- **Continuous Monitoring and Control:** Regularly monitor project performance against the plan and take corrective action as needed.
- **Effective Communication:** Maintain open and transparent communication with team members and stakeholders.
- **Leverage Technology:** Utilize project management tools to improve efficiency and visibility.
- **Continuous Learning and Improvement:** Stay updated on the latest project management methodologies and best practices.

## **The Power of Real-Time Data: Preventing Project Failures**

As projects become more sophisticated with the advent of automation, artificial intelligence and digital applications, real-time data and measurement have become essential tools in modern project management.

These new systems allow for monitoring KPIs and responding to changes quickly, ensuring project managers can avoid costly mistakes and increase the chances for project success.

Real-time data provides access to early project warning signs, identifying potential problems before they escalate, allowing for timely intervention. Better informed Decision-Making where data-driven insights can improve resource allocation and risk mitigation. There is greater efficiency through optimizing workflows and resource utilization. And enhancing collaboration, between team members, and stakeholders, unconstrained by geographic location.

By monitoring key risks and developing contingency plans, project managers can minimize the impact of unforeseen events.

Embracing some or all of these strategies and taking ownership of project performance, individual project managers can significantly improve project outcomes and contribute to organizational success.



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