

# HOW TO PREPARE THE STANDARD OPERATING PROCEDURES (SOP) FOR PROPERTY DEVELOPMENT & CONSTRUCTION PROJECTS



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**Penang**

**SBL CLAIMABLE**

Registered with:

PSMB  
APPROVED TRAINING  
PROVIDER  
**CLASS A**  
(Serial No: 1631)

MINISTRY OF FINANCE  
(MOF No: 357-02054304)

CELEBRATING  
**10**  
years  
OF  
CULTIVATING YOUR  
EMPLOYEES' POTENTIAL



## INTRODUCTION

This Seminar/workshop focuses on providing a practical roadmap for real estate, property development and construction professionals to share and be updated on the application of industry best methodology to prepare the company's Standard Operating Procedure for the real estate and construction sector. The workshop is structured around the increasing need for Malaysian real estate developers, contractors and their professional staff to embrace knowledge and project management processes within their company to deliver their projects successfully in order to succeed in a highly competitive environment. At the end of the workshop, participants will be able to prepare and compile their Standard Operating Procedure successfully covering project initiation to project completion.

## OBJECTIVES

This course aims to provide a Step-by-Step Guide for Property Developers and Contractors to prepare their STANDARD OPERATING PROCEDURE (SOP).

It will be a customised program covering the property developer's project life-cycle from project initiation to completion & handover.

Program is delivered via the knowledge- Developer (k-Developer) methodology with standard procedures, sample templates, forms and checklists.

## WHO SHOULD ATTEND?

Property Developers, Development Managers, Project Managers/ Project Coordinators, Quality Assurance Managers, Contract Administrators, Site Managers, Engineers, Architects, Quantity Surveyors, Consultants, Supervisory personnel and CEOs who want to further their knowledge and skills in the application of knowledge and project management processes in order for them to execute and deliver their property development projects successfully.



## PROFILE

### *Eric Gan*

Eric CL Gan is an international speaker, trainer and consultant for the real estate industry. An Architect by profession, he is the managing director of CONPEX International Group of companies that provides "one-stop" solution for real estate investment and project management consultancy and training, covering investment portfolio identification, investor matching, project management, property development, construction management, quality management and knowledge management solutions such as RED-Monitor and Project Site Tracker.

Eric holds a Bachelor degree in Architecture from the University of Singapore and a Quality Management System Assessment Certificate from the University of Portsmouth, UK. He is a member of the Malaysian Institute of Architects, a National Council member (2000-2010) of the International Real Estate Federation Malaysian Chapter, a member of FIABCI Asia Pacific Regional Secretariat Taskforce Committee and a member of the Malaysia Business Chamber, Vietnam. An industry veteran with over 30 years of experience, Eric had worked as an Architect, Project Manager, Property Manager, Quality Management Systems Manager and General Manager-Property for major corporations in Malaysia and Singapore such as PETRONAS (the National Oil Corporation of Malaysia), the Housing and Development Board (HDB) of Singapore and Sunrise Bhd. He specializes in real estate investment facilitation, project management, construction

management, total quality management and had undertaken numerous multi-million dollar property development projects in Singapore, Malaysia, Vietnam and Africa.

He was appointed the Special International Investment Consultant and Advisor to the Board Chairman of a township development company in Vietnam. Eric is also an appointed Construction Industry Development Board Malaysia (CIDB) accredited trainer for construction project management and had conducted numerous seminar programs in Malaysia, Vietnam and Thailand. Eric is also the ISO9000 Consultant to some key property development companies in Malaysia.



## COURSE OUTLINE

### DAY 1

#### Module 1:

### **INTRODUCTION: ORGANISING AND PLANNING THE PROPERTY DEVELOPMENT / CONSTRUCTION PROJECT**

- 1.1 Introduction to Project Management
- 1.2 Identifying the project stakeholders
- 1.3 Identifying the project objectives/ targets
- 1.4 Identifying the Project Life-cycle
- 1.5 Establishing an effective Organization structure

#### Module 2:

### **IDENTIFYING THE PROPERTY DEVELOPMENT KNOWLEDGE (K) BLOCKS**

- 2.1 Identifying the knowledge blocks within the property and construction industry
- 2.2 Converting tacit knowledge to explicit knowledge
- 2.3 Compiling the knowledge blocks to a project management manual covering the project life-cycle
- 2.3 Creating the Standard Operating Procedure (SOP) Framework

#### Module 3:

### **MODULE 3: CREATING THE SOP FOR K-BLOCK 1: [Project Initiation, Feasibility & Budget] covering;**

- 3.1 Organization Chart
- 3.2 Land acquisition
- 3.3 Site Visit/ Technical Data Requirements
- 3.4 Site Investigation Assessment
- 3.5 Feasibility Study
- 3.6 Cash Flow Projection
- 3.7 Budget Cost Code/ Cost Plan
- 3.8 Budget Summary
- 3.9 Project/ Product Brief
- 3.10 Project Fact Sheet
- 3.11 Master development program/schedule

#### Module 4:

### **CREATING THE SOP FOR K-BLOCK 2: [Design Management] covering;**

- 4.1 Consultants Appointment
- 4.2 Design Brief
- 4.3 Concept / Design Review
- 4.4 Value Engineering
- 4.5 Best development option
- 4.6 Final concept plan
- 4.7 Agreed design brief
- 4.8 Zoning/Master Layout plan
- 4.9 Client/sponsor/management approval
- 4.10 Schematic / Planning submission plans
- 4.11 Planning submission to Local Authority
- 4.12 Detail Building Plans for Building Submission
- 4.13 Building Plans Review.
- 4.14 Architectural models and Brochures
- 4.15 Client/Consultant Meeting Agenda

#### Module 5

### **CREATING THE SOP FOR K-BLOCK 3: [Statutory Approvals] covering;**

- 5.1 Land conversion approvals
- 5.2 Sub-division / Land Amalgamation approvals
- 5.3 Environmental approval
- 5.4 Planning approvals / Development Order
- 5.5 Building Plan approvals
- 5.6 Developers' License
- 5.7 Advertisement Permit approvals
- 5.8 Earthworks approvals
- 5.9 Structural plans submission
- 5.10 Sub-structure /Foundation / Piling approvals
- 5.11 works Inspection forms
- 5.12 Authority Technical Departments' clearances
- 5.13 Certificate of Completion & Compliance



## **COURSE OUTLINE**

### **DAY 2**

Module 6:

#### **CREATING THE SOP FOR K-BLOCK 4: [Marketing & Sales] covering;**

- 6.1 Market research
- 6.2 Marketing Concept
- 6.3 Marketing & Sales Strategy
- 6.4 Preliminary Pricing
- 6.5 Sales Kit
- 6.6 Advertising & Promotion campaigns
- 6.7 Final Pricing
- 6.8 Soft Launch
- 6.9 Official Launch
- 6.10 Sales & Purchase Stage Claims

Module 7:

#### **CREATING THE SOP FOR K-BLOCK 5: [Contract Documentation & Tender] covering Tender Procedures for;**

- 7.1 Soil Investigation Tender
- 7.2 Earthworks tender
- 7.3 Sub-structure / Piling Tender
- 7.4 Main Building Works Tender
- 7.5 M & E Tender
- 7.6 External Works Tender
- 7.7 Nominated sub-contractors / suppliers packages

Module 8:

#### **CREATING THE SOP FOR K-BLOCK 6: [Cost Planning & Control] covering;**

- 8.1 Project Cost Control Unit set-up
- 8.2 Cost management software
- 8.3 Approved baseline budget / cost plan
- 8.4 Progress Claims
- 8.5 Cost changes / variations
- 8.6 Cost / Budget Updates
- 8.7 Variation Order Procedures
- 8.8 Variation Orders Update
- 8.9 Final Account Procedures

Module 9:

#### **CREATING THE SOP FOR K-BLOCK 7: [Construction Management] covering;**

- 9.1 Site Organization Structure
- 9.2 Site possession by contractor
- 9.3 Dilapidation Survey
- 9.4 Site Kick-off meeting
- 9.5 Site Meeting Agenda
- 9.6 Contract Particulars
- 9.7 Project Team Directory
- 9.8 Contractor's program/ schedule
- 9.9 Contractor's work performance
- 9.10 Site Instructions
- 9.11 Project Supervision and Monitoring
- 9.12 Quality Control/ Site inspection procedures
- 9.13 Progress reports
- 9.14 Crash program
- 9.15 Contractor's Extension of Time

Module 10:

#### **CREATING THE SOP FOR K-BLOCK 8: [Completion/ Handover] covering;**

- 10.1 Handover procedures
- 10.2 Operations & Maintenance Manual
- 10.3 Pre-Handover Construction Quality Audit
- 10.4 Certificate of Practical Completion
- 10.5 Technical Departments Clearances
- 10.6 Certificate of Completion & Compliance procedures
- 10.7 Vacant Possession
- 10.8 Appointment of Property Management Companies
- 10.9 Joint Management Body
- 10.10 Management Committee
- 10.11 Defect Liability Period
- 10.12 Strata Title Application

#### **Workshop Schedule**

- 8.30am Registration and breakfast
- 9.00am Workshop begins
- 10.30am Coffee break and networking
- 10.45am Workshop resumes
- 12.30pm Luncheon and networking
- 1.30pm Workshop resumes
- 3.15pm Coffee break and networking
- 3.30pm Workshop resumes
- 5.00pm End