Chapter 1 Project Delivery

1.1 Introduction

NCDOT has developed business practices to withstand changes in workforce dynamics while serving North Carolina's transportation needs well into the future.

Integrated Project Delivery (IPD) is a culture where the Department promises what it is going to do and delivers what it promises. This approach improves project delivery with transparent, repeatable, and accountable processes that are effective and efficient.

Through IPD, NCDOT and our partners:

- make timely decisions regarding scope, schedule, budget, and quality,
- focus only on work processes and tasks that are required or will advance project objectives,
- improve communication, coordination, and decision-making, and
- hold ourselves accountable for how we deliver on our promises and serve our customers.

Refer to the *NCDOT Integrated Project Delivery* page of the Connect NCDOT website for more information concerning IPD and its current iteration.

1.2 Project Delivery Network

The Project Delivery Network (PDN) provides consistency and transparency throughout the project delivery process, enabling project teams to improve reliability and efficiency. The PDN outlines the stages, activities, tasks, deliverables, and references to accomplish these ends. Specifically, the PDN is designed to assist technical team members, led by a Project Manager (whether a project is led by NCDOT or a private engineering firm), to realize the following:

- Maintain consistency via a logical progression of activities throughout the project initiation, environmental, and design phases.
- Streamline processes and procedures throughout the project development process.
- Identify team integration points to promote multidisciplinary collaboration at each stage of the process.
- Provide a systematic quality control (QC) and quality assurance (QA) process.
- Define key project deliverables and activities to build a schedule in Microsoft Project that the Project Manager and project team use to advance project delivery.

Access the most current version of the PDN from the *NCDOT Integrated Project Delivery* website.

1.3 Quality Management Plan

Quality management is an NCDOT best practice required on every project to ensure processes, products, and strategies meet or exceed the Department’s expectations. The NCDOT Quality Management Manual provides project managers and roadway designers with guidance on how to properly execute quality control (QC) and quality assurance (QA) activities for a project. The NCDOT Quality Management Manual will be available soon.

The NCDOT Quality Management Manual outlines the roles and responsibilities of the Project Manager, project team, corridor development engineers, technical disciplines, private engineering firm production team, quality team, and technical discipline quality assurance coordinator. QC and QA processes have also been developed to ensure quality products are produced and that processes are in place to deliver a quality product.

The project team will identify the QC checklists that should be completed based on the need outlined in the project scope. A QA auditor will conduct a deficiency audit of the deliverables and will confirm that the QC procedures were performed correctly and that all deliverables comply with the appropriate policies, standards, and procedures.

Refer to the NCDOT Quality Management Manual for discipline specific QC and QA checklists for various activities at each stage of project development.