



The Project Reformer's e-Tip of the Week

018: Never confuse efforts with results...

...when's this pig gonna fly?

The concept of "we're working" hard toward the goal is not to be confused with the delivery of the outcome. This is a common mistake in the software development domain (and throughout the project world). One simple way out of this dilemma is to have "testable" outcomes that results in 0% or 100% credit for being complete. If the A-6 of VA-145 was in flyable condition then the maintenance crew got the credit. If not, then no credit.

Defining what "done" means or what "complete" means BEFORE starting the work is the simple way of avoiding the confusion between effort and results.

This project e-Tip courtesy of Glen B. Alleman, VP, Program Management Office, CH2M Hill, Rocky Mountain Flats, CO. Visit his personal site at <http://www.niwotridge.com/>

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