

Improving Client Satisfaction through Interdisciplinary teamwork

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ABSTRACT: Recently the construction process has been criticized for being incapable, immature, corrupt and considerably more adversely. During a year ago pattern day of the group architectural division stakeholders.

In this way some architecture firms in UAE ranges have freely started create and actualize their own particular undertakings, playing the part as designers and investment in the entire construction handle. However, it appears like the project directors at the design firms does not have the right abilities to handle the occurrence changes in the moving construction industry, even in the improvement of in-house projects, making it hard to remain ahead in the construction and architect advertise, with the point of making a more effective work process and a cost proficient construction process.

Therefore, the research question is to be addressed: How Improving Construction Process Can Improve Client Satisfaction through Interdisciplinary teamwork.

Keywords: project management. team work. Work process

1. INTRODUCTION

Recently the construction process has been criticized for being incapable, immature, corrupt and considerably more adversely. During a year ago pattern day of the group architectural division stakeholders.

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Therefore, the research question is to be addressed: How Improving Construction Process Can Improve Client Satisfaction through Interdisciplinary teamwork.

Should be the client part of construction process?

The research contained the subjects of vitality objectives, capability work constrain and the insufficient construction process. The reactions for the ineffectual, juvenile, and degenerate and contrarily construction part were secured in the two last themes of the pattern day where its discourse appeared as noting the following inquiry: how to make a more productive construction handle and keep the client

satisfied? The results came to mirror a more all-encompassing and modern approach in the construction work handle, in an idea situated manner. It was contended that the results could be made conceivable if regions were eager to work with architects uniquely in contrast to before, to fundamentally build lodging and separate creation costs. This could then be met and adjusted to the construction, to various focus on meeting's needs and capacity to pay (Svensk Byggtjänst, 2011).

New types of joint effort are likewise learned, making new open doors, new parts and examples of collaboration. For the architectural firms, this makes inward weight for change additionally an availability to go up against various parts and more obligation in each new circumstance, in light of the fact that the conventional parts and duties in the construction procedure makes it practically unimaginable for the structural firms to get the expanded parts of a project's future esteem.

2. Problem Statement

The hypothesis is that the enlarged cost pressure, because of the changing construction industry can, in an architecture firm, be sensible by making the internal project manager more required in the before stages, particularly the arranging and design stage, to satisfy the point of a more cost effective construction process. In this way setting up another work benefit for the customers.

This study will investigate the current construction process; both by and large and from an architectural company's perspective, the interior project director's part, interdisciplinary collaboration, the cost angle in the design construction and delivery stage, and how these researches, joined with speculations in project management, architecture, ability and process construction and construction process, can make better approaches for working for the inside project manager together with designers, to build up the inward project manager's part and strategies, minimize costs for the clients and making them more satisfied

In this case we have to explain the problems of Construction process and how could this be improved leading to customer satisfaction.

How should put the light on clients are not satisfied? Is it qualification or just services?

3. Project Management

Any project manager taking care without bounds pattern of a perception construction handle there are right now no management devices/rules in the national practices. Today's apparatuses for project managers for the most part originate from project management benchmarks, where the Project Management Body of Knowledge (PMBOK) is regularly utilized. The standard gives instruments/rules in construction forms, portraying the general fundamental data for a project director In architectural terms, collaboration involves the design disciplines working together, sharing knowledge, learning from each other, and, by that,

designing a building that reflects a professional agreement. Collaboration allows the process of design development. It depends on analysis of problems and an iterative feedback of design solutions and options to and from the entire design team, so that collective decisions are made at each stage. This requires a methodology of presentation and discussion where the logic of construction decisions is explained and serious discussion takes place. For Architect and Project Manager, it means being a party to iterative design and contributing their expertise to keep the project moving forward. It also means acknowledging that things may change and some rework is expected.

3.1. Work processes

What is Customer Satisfaction?

What is Quality?

Quality accepts that if we determine and accept a set of standards or capacities for our product or service, and if we meet these standards, our clients should be satisfied. However, meeting our "quality" standards does not certainly insure that our customer will declare they are satisfied or smoothly agree that we create a "quality" product and deliver a "quality service".

What is Service?

Good service is frequently viewed as being nice to the client. This takes the form of being helpful, never saying no, promising anything they ask for and being always polite. Our efforts to please often create client expectations that exceed our capability or capacity to deliver. When customers have different expectations than what we can deliver, we are not providing good service, but we are setting the phase for dissatisfaction. In a similar method, when we offer a product or service at a loss, we produce dissatisfaction for our stakeholders and finally cannot sustain our viability.

3.2. Construction Process

In 2005 Per-Erik Josephson and Lasse Saukkoriipi composed a cover the waste in construction handle where they highlight that the cost squander needs to change, with respect to enhancing execution, where it at one phase of the procedure may not be general gainful if extra expenses or delays happen somewhere else. For instance, sparing cash on the design procedure will be a false economy if the outcome is additional construction costs (Josephson, and Saukkoriipi, 2011).

4. The Research Approach

The research in type data, information and experience can have a wide range of points. Picking the reasonable research technique for a study is reliant upon various variables, including the points and research

addresses, the earth where the study is to happen, the time accessible and the accessibility of members (Ghauri, and Grønhaug, 2010).

4.1. The Research Design

Keeping in mind the end goal to pick up an all-around organized result of the research destinations it is intended to take after a customary model, with a coherent chronicled display. With sensible standards the user can get a general perspective of the exploration by giving a foundation and a portrayal of the research conditions. The picked technique and the hypotheses that the strategy depends on will then be depicted, and how the technique has adjusted to the current issue, then the outcomes will take after. At long last the conclusions drawn by the outcomes will be displayed and an appraisal of the results thereof.

4.2. Interviews

The most usable procedure in this quantitative research will be interviews. The interviews will happen via telephone, face to face and in GCC, where the underlying meeting of the current work process will happen both approaches to acquire data of the individual's perspectives, which is the meeting manager of the inside project directors at the firm. The forthcoming meetings will occur at the association's office where five individuals, comprising of both interior project managers and designers, will be met to get a more all-encompassing understanding into the work procedure. Despite the fact that these callings are cooperating in projects, with various parts and assignments, they may have unique perspectives on their future participation. The picked individuals for the meetings have been chosen by the project aggregate manager, due as far as anyone is concerned of their time capacity for doing interviews.

4.3. Limitation

During the research procedure, a few confinements have happened and advanced around the picked look into strategy. The contextual investigation research is constrained to a particular Germany expansive architect firm, situated in Dubai where the exploration means to give the firm valuable arrangements suited for their particular needs. It is additionally constrained to a particular meeting of individuals inside the firm, the project managers and the modelers, where the project managers together with their manager, have affirmed to highlight their assessment on the matter and putting their firm in my grasp figuratively speaking, with the aftereffect of better work forms for them and the architects.

The design company's perspective has been organized the thesis does not highlight the one partner that really has made the request and needs that is currently changing the construction business, which is the customer and its view on the issue for the architectural firm.

5. PROJECT MANAGEMENT AND CONSTRUCTION PROCESSES

The life cycle of the project is isolated into a few phases where each has dispensed project management practices and project managers with characterized obligations. When all is said in done, the following stages are expressed: Beginning, Attainability thinks about, Schematic design, Detail design, Generation data, Bills of Amounts, Offering, Project arranging, Construction and Project fulfillment

5.1 .Proprietor/Customer

Whether open or private, the customer is the provoking partner that gets the project financed, composed and assembled. Open customers are open collections or something to that affect that range from the legislature to metropolitan articles, lastly to a diversity of nearby powers.

These methodology can change contingent upon the contracting structure; for example in single amount gets the most minimal bidder are regularly acquired for developing the architectural and specialists for determining the working in detail. Be that as it may, a few parts of the architectural design can't be determined in autonomously certifiable terms, endeavors might be hidden and hard to assess after the finishing of the architectural.

5.1.2. Architect

The architect is in charge of outlining the project in both a architectural and architectural sense, which makes the utilization of the expression "designer design". The project specialist is generally a private and autonomous design firm that can possess a few positions regarding the customer, for whom the design is attempted.

5.1.3. Contractor

The general legally binding laborer is enrolled for construction project, either for the whole project or parts of it. The temporary specialist is consider responsible, for the subcontractors' work and different members included, for example, providers. At the point when employed as a prime contractual worker the customer grants him for the entire project, with coordination of calendars, worker hours, providers, materials and duty regarding conveying and completing the occupation, made as per the agreement archives

5.2. Design Process

The following writing on design process depends on the hypothesis of Winch(2010)that expresses that the simulated in the design procedure is made through originationand arranging, leaving space for an abnormal state of vulnerability. This as a rule brings about great design issues, which have their answers joined in the issue definition and are regularly enhanced by further work, abandoning them impalpable.

The basic speculation methodology can be found in the perspective of the hypothetical model where the architect repeats around different cycles to deal with the insidious issue. The approximated exhibit prescribes that the methodology should start with a fundamental thought in the matter of what the course of action might be, and relies on upon past experience. That in this manner makes the crucial generator that pushes the system forward, through estimation of possible courses of action and research of their possibility.

Change with QFD gives the right match of particular potential results with the client's needs to where the proposed arrange game design is benchmarked against contenders. By setting costs on diagram parameters, it will ensure that the proposed game design will be inside the target costs of a proposed showcase segment.

5.2.1. COST In Design .Construction And Delivery

There is an insufficiency of management in the construction business, where costs overpower are extending, brought on by a lessening in cost amplexness. The costs are arranged in arranged extra time, deficient supervision in proficiency and nonsufficient management. The booked extra time comes about because of the client's chance weight that makes the construction technique counterproductive and wastes the client's money. The nonappearance of convincing supervision begins from the on area management not having the ability to orchestrate and examine work with the masters, making them demotivated in their work, which makes a diminishing in cost reasonability

Construction arranging should be a vital stress in the construction of office designs, in the preparation of cost research, and in molding offers by impermanent specialists. Deplorably, getting prepared for the construction of an office is routinely considered as a reevaluation of the design specialists. Pros and architects are not to stress without barely lifting a finger of construction, which veers from amassing practices in which the social gathering of devices is an imperative stress in design. With new innovation required in more mind boggling endeavors it is important that projects, originators and clients coordinate to cut costs.

The costs should be controlled correctly and helpful in plan, organizing and coordination, coordination, acquisition, material coordination's and quality attestation. With sufficient project management the hold finances in the design stage can be reduced by two to four percent, and result in more cooperation, sharing of cost data and intergroup correspondence.

5.3. Project Management In CONSTRUCTION

A huge piece of project management includes counteracting issues, undertaking new ground, dealing with a meeting of individuals and attempting to accomplish goals quick and cost-viably.

Projects are at current significantly more bewildered than at whatever time in late memory as they incorporate greater capital theories, and hold a couple orders, scattered project individuals, all the more firmly date-books, developed quality measures, et cetera. Connected with fast constructions in ICT, these segments have affected project management practices to take another turn misusing as of late made management instruments and the latest innovation (Forcada, 2005).

5.4. project Management & Architectural Processes

Traditional project management practices have advanced after some time as the necessities for overseeing and controlling construction projects have broadened. However, with the advances of management strategies, customary practices have turned out to be deficient in meeting the new project necessities (Forcada, 2005).

Absence of sufficient correspondence: The nonattendance of satisfactory correspondence identifies with the absence of consistency in the stream of data between various stakeholders in the construction project. Up to 30 percent of construction modify needs to do with process related issues where changes in the design is not viably conveyed by the designers to the contractual workers, which rolls out the improvements non effective while actualizing them, bringing about revamp. This forces a great deal of strains on the customer's financial plan.

Absence of standard handled for project management: Despite the fact that there are a few projects to institutionalize project management procedures, for example, the PMI, undertakings are ordinarily overseen from the project directors' encounters that are particularly relegated for this errand. Indeed, even inside similar association, every project manager takes after their own encounters, which prompt varieties in management rehearses. There is in this manner a need to rebuild conventional working methodology to end up more productive, to have the capacity to exploit the new door in the business .

5.5. Project Management In Architecture

The project management in architecture, includes coordination a gathering of recommendations identified with design and project management that incorporate joint effort and reconciliation of construction stakeholders. Here, the architects have a vital part as office architects that make it critical for structural firms to be situated towards project and customers necessities, with the attributes of making task quality management effective (Melhado, 2003).

1. Design as a service

The design quality arranged to thing infers simply regulating and controlling game plans and records, there is something past their direct era and transport. This incorporates the exact perception of the client's

needs and wishes. Such basic edge is to underline on the arrangement as an management part that connects external the capacity to control and specific of a plan, into an design strategy containing basic makers that guidance and instruct suppliers to perform extend coordination (Melhado, 2003).

2. Simultaneous architecture

The design procedure contains related projects of making and making game plans from having described an issue. Any division between these projects would achieve architectural deficiencies. For instance, if this division is done architectural acquisition will deliver in troublesome, expensive, and low quality projects, or on area conflicts between different gatherings in light of design screw up, contrasts et cetera.

3. Design contracting criteria

As the customer is fundamentally in charge of, construction undertakings, he/she should describe extend readiness and a while later dispense an arrangement meeting to make answers for the directions essentials.

5.6 Project Management & Work Process

This part of the hypothesis inspects the project administrator's current aptitudes and set of working responsibilities to decide their adequacy for another work strategy, where masters in different callings converge to frame groups.

5.7. Work Process/ Routines /Procedures

For a firm that necessities to work handle orchestrated, it is first and driving about motivating representatives to think cross-for all intents and purposes rather than different leveled. All in the affiliation should be familiar and educated with think in strategies or risk to fail both the management structure and the work of streamlining the methods. Working with process construction requires a hidden mapping of the methods in the relationship, to shape a run of the mill appreciation and the most ideal approach to manage the objective and to recognize operational qualities and inadequacies (Carlsson et al., 1999).

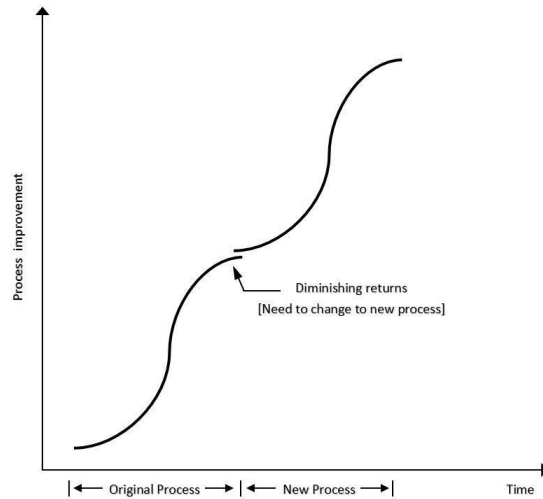


Figure (1) Process improvement cycle. Lewis, 2007.

- In the Design stage the issue and its cause is portrayed and dissected to discover distinctive arrangements, with the construction of an arrangement to execute the upgrades.
- In the Study stage an assessment of the actualized changes is made with respect to what has succeeded and what should be adjusted.
- In the Act stage, the legitimacy of the actualized results is affirmed in the everyday schedules, and the arrangements are made for another audit of the PDSA cycle for what should be changed (Carlsson et al., 1999).

5.8 From Specialist To Teamwork

While the construction business has grappled with the requests of working in groups since the principal architectural was raised, it gives the idea that the standard management has just as of late perceived group working. A noteworthy audit of the viability of groups distinguished four types of group: work groups, parallel groups, project groups and management groups, where the discoveries for both project and management group have pertinence for construction project groups. In both types of groups, nature of initiative and shared convictions are of high hugeness.

The principal stage is beginning where people meet up reluctantly as a meeting with a typical errand the working meeting.

The second stage is Storming where everybody arrange their positions with each other in regards to individual battles and motivation.

The third stage is Norming where the standards of meeting conduct are set up and trust is being develop.

The last stage is Performing where every part's endeavors is being esteemed by their cooperation.

5.9. Team /Client Relationship

Teams are regularly formalized by setting basic destinations for its individuals, as a rule through workshops. Workshops can be seen as joining strategies that begins off with an underlying workshop of a project to advance group fabricating and concur upon normal destinations. During the workshop, procedures of objective detailing and project arranging are connected with group architectural forms. Interchanges between the colleagues are communicated through their own particular goals and outcomes thereof, giving a superior comprehension of the project's general targets and of the difficulties and conceivable outcomes included (Kadefors, 2004).

5.9.Team Think

All together for the group/customer relationship to work, the group must be coordinated towards self-overseeing interdisciplinary groups without having powerless contentions and uncritical considering, a purported oblivious compliance. Oblivious compliance is the place its individuals are endeavoring to concur with each other, comprising of on-going discourses that back the work procedure off, making them wasteful. Normally it will comprise of stereotyped perspectives of adversary pioneers, deceptions of immunity to disappointment and of ethical quality, and additionally aggregate endeavors to think. Consequently, project managers must divert the group from an oblivious conformity to a group think, where its individuals take part in compelling thoroughly considering the viable management of its inside correspondence, convictions and suppositions.

6. Analysis And Data

This section will give the per client a current situation research where I draw together the various interest clusters sees and give a more littler and balanced chart, an in case research where I reason the work strategy related beginning stage establishments for the issues perceived and endeavor to perceive the work system change potential. Starting there I will demonstrate alter suggestions through course for the organization's as of late included controlling leading body of trustees, taken from the research. For each change suggestion different request will be shown to consider before considering the proposals. At the end of the section a suggested use strategy will be shown, which relies on upon the trial revelations.

6.1. Current Situation Analysis

In the inward and external point of view I attempted to extricate the elucidations about the project management managements and parts inside the association on a collected level for every intrigue aggregate. The current condition research directs rather toward give a more balanced photo of the work approach status through the blend of different premium get-togethers points of view and emotions. Show will happen as a bulleted once-over to make it short and compact. The bulleted list has been divided into slugs clearly related to the work system and their utilization and a couple of shots that look at how the substance of the capacity technique relates to the affiliation.

6.2. Case Analysis

From the current situation research the most technique related root sources to highlight and watch a response for be: portraying the project management calling, teaching originators and project directors in power and abilities construction remembering the true objective to develop extraordinary joint endeavors, essential project targets and experience input.

The importance of the project management calling, in association with the architectural calling, is at this moment missing at the Stockholm office where the part is viewed as a standalone unit, and where errands and frameworks are tangled with what has been made in the sets out of obligations, which are basic for the project managers' future circumstance in the affiliation's construction and among the project directors in their exercises. In any case, the project directors at the Stockholm office consider themselves to be being portrayed among each other however not towards rest of the firm.

A definition can however simply be highlighted if the top management feels that the show still has a place at the firm and can improve the middle consequence of the firm, which is design.

A lucid issue creating among the project managers is the necessities for project executives to mix the particular parts that their assignments as project directors include, where immovability to the meeting and furthermore the affiliation is a basic bit of their part. The part has not been all around described as there are enduring external solicitations and necessities from clients and inside solicitations from architects that compensate the project executives as an ambiguous part. Instead of the project managers the fashioners have an unmistakable definition, as architectural is the middle business of the firm.

6.3 Define The Project Management Profession

The firm fathoms the noteworthiness of self-change for the personnel and should thus place assets into preparing and general individual assessments. To offer preparing to its staff is synonymous with a talented and taught workforce. Placing assets into guideline prompts an impelled and submitted workforce

that gives first rate managements, which along these lines prompts grabbing a nice picture and an extended client base.

6.4. Increase The Architects Collaboration With The Project Managers

A shared objective, shared dreams and agreement are crucial keeping in mind the end goal to assemble facilitate joint effort. Be that as it may, it is hard to discover zones where the callings furthermore the stakeholders are all intrigued enough to work together on the grounds that it is hard to inspire individuals to act past self-intrigue. Rather, one ought to discover a chance to develop and change in coordinated effort. For that to work, it requires that Questions to consider:

1. How does the coordinated effort look like in the current work forms?
2. Have normal destinations been set for the stakeholders included and the project itself?
3. How is the correspondence and data stream in the prior periods of the project?
4. What is a decent joint effort? Is there a requirement for a general approach?
5. What can goad better joint effort and what can forestall?

all meetings are included with equivalent weight.

6.5 Shared Leadership

judgment that, with the blend of likewise designing what is being overseen, can prompt an unmanageable part for architects. So consequently, a mutual authority can isolate the management from the design and make the projects and project managers develop in their parts and errands at the workplace. It doesn't need to cost more cash for the firm, as the common initiative will convey more, produce more benefit and higher quality. The authoritative benefits are fulfilled staff, cost productivity and a more thoroughly considered management.

7. Discussion And Interpretation Of Findings

7.1. Architects Operations

Any extensive architect firm comprises of a few callings covering diverse parts of architectural, where every individual has the chance to purchase stocks in the firm. The firm ought to take after the life cycle of the construction business, continually making a point to work towards the customer's details and needs, making the procedure time and cost productive.

7.2. Internal Perspective

In this part is a presentation of the inside meeting material, which fuses six meetings drove in the midst of the period from February 4 to April 9, 2013. In the presentation, The viewpoints design of interest social events in the construction technique's underlying stages without weaving in my own specific decisions and insights. I will, thusly, clearly, pass on a photo of the perspective of the current architectural process that I met in the affiliation. I have perceived three interest collects in within perspective: inward project management, extend management and project total management. In coordination, I have separated the social affairs' feelings in the substance. The studies of each interest pack have been divided into different normal zones of focus, which are depicted in the area's presentation.

7.3. Todays Work Process

The current work design involves rules, work portrayals and a quality system that gives general guidelines to the project manager for which to use when working. However, as all projects are astounding, the tenets and work depictions get the chance to be deficient for a substantial segment of the organization's endeavors, paying little heed to the likelihood that particular points of view from the quality structure must be fulfilled. For example, how and what a project should look like with depictions and controlling of time, cost and calendars. Regardless, as the project pack manager points out, these timetables are insufficient to cover what characterizes a project manager, particularly one at an architect firm (PGM1).

7.4. Internal Projects

In cases of architects not the project managers, are acquired from the firm, which implies that the inside project managers' exclusive bolster the projects' work at the workplace. The internal project directors for the most part work with regulatory errands in undertakings not driving projects with its own particular architects. Be that as it may, the project amass manager of the interior project managers needs them to be accountable for the architects, by being the undertakings' manager from the organizations' perspective making them in charge of what is composed, and be included all through projects, all the way. By making them more required in the specialists' work, during the undertakings distinctive stages, the customer can, later on, contract the inside project managers to lead outer projects and to secure diverse stakeholders.

7.5. Task , Process, Competence Description

The interior project management part has been quickly depicted, covering work assignments on a non-singular premise. The inside project manager's duties are economy and benefit in projects, improvement of customer connections, offering of new undertakings to the workplace, mission execution that is as per laws/rules, and their approaches. Different obligations are to show association for and support in the company's improvement, their own particular and stakeholders' construction and wellbeing inside projects.

7.6.External Projects

The new external projects, where project managers mostly works as the clients' extended hand in construction projects, procuring the architecture consultants, carpenters, plumbing etc. With a short usage time of working remotely the greater part of the association's normal customers don't know about their external project management ability, and even among the in-house architects. Thus, the project management teach is not obviously characterized inside and remotely, despite the fact that the train needs to work all the more remotely. As this has emerged as an issue for architectural up the project management teach at the workplace, a portion of the projects have focused on their worry of making more attention to the project management train with the danger of losing their customers to project directors. A few customers have likewise communicated a worry of employing both callings from similar firm. Eve however the project managers have the right authority capability to deal with the architect's work, the customers' dread is that the project managers are more faithful towards the architect as opposed to the customer, which does not reflect how the inward function process is overseen today (PM1).

7.7. Collaboration With Architects

Most of the time architects and project managers work well together and appreciates when the center of the project turns towards the points of interest of it, for example, the architectural subtle elements, where more attention to its look is accumulated and more significance is highlighted of the project's and project manager's commitment for making capacities and frame to emerge. In other external projects the money related viewpoints are a need for the customer where coordination's are more vital than how it really looks (PM1).

7.8. The Future Work Process

The current cooperation between project managers and architects is not adequate for the company's future work process as both callings need something from the other calling, for example, project deal with the business visionaries in the design stage and the money related and time angles during a project (PGM1). The

future work process ought to along these lines involve some type of set up groups, where designers and project managers are matched up in combinatorial projects with similar customer, with the point of working in those groups for future customers (PM1).

Accordingly the project manager can impact the prior phases of a project (particularly during offering) by controlling up mandates and targets for the project's chance and spending plan. It ought to likewise incorporate changing the association's way of life where the top management opens up and takes after discoursed and cases that shows the constructive outcomes of cooperation.

7.9. Competence

The project manager must have a reasonable characterized part and the capabilities of good leadership, recognition, humbleness and openness. A project manager can just develop if these qualities are utilized as a part of the everyday operations (PGM1).

The project manager needs an enthusiasm for architecture, where he sees the motivation behind great architecture, proficient learning and experience, a great state of mind and point of view toward things and driven (PM1).

7.10. External Perspective

In the outer point of view I have explored two workplaces that together with architects as of now works in groups, in their external projects. The meetings have been centered around researching ability and process changes and troubles and on the off chance that it benefits the construction costs. In this point of view I have recognized two intrigues bunch: project management and design In the external perspective I have investigated two working environments that together with architects starting now works in meetings, in their outer activities. The meeting has been based on looking into capacity and process changes and inconveniences and in case it benefits the construction costs. In this perspective I have perceived two interest bundles: project management and design management. I have separated the social affairs' feelings in the substance, and also apportioned them into different ordinary locales of focus, which are delineated in the area's presentation.

8. Conclusions, Implications And Recommendations

The lower level of formal education for construction is due, at least partly, to its high proportion of production, or blue-collar workers, who tend to have lower educational attainment in all industries. The research shows 67% of construction production workers had Bachelor diploma, 24% had a Master degree,

and 9% had Doctorate. We can interpret that the construction field process is not required to have very high education level.

The principal thing I comprehended was the estimation of experience. Regardless of the possibility that college gave me all that I required as a logical foundation, I went along a few times with troublesome circumstances that couldn't be tackled with a condition. It is the place the experience gives the arrangement.

I discovered in my exploration that the most imperative estimation of a solid qualified Engineer prompt to customer fulfillment and construction process could be in any age. The identity and capacity to join all the distinctive arrangements, outlines, suppositions, cost investigation with a specific end goal to sort out the construction process and keep the customer fulfilled. It is stunning to see somebody whatever the number years of involvement in construction to make it look basic regardless of the possibility that it is a muddled method. Since when you are on the field and the specialist stop his work so as to get bearings, the Architect must be there for him all together for the work to be finished.

A change in professional thinking is required, so that both Architect and Project Manager better understand how, in the design of complex buildings, they need to work together from the beginning to maximize the contribution that both professions bring to the design and construction processes.

Most building projects demand that Architect and Project Manager communicate and work together. This is necessary to:

- meet the clients' requirements
- comply with relevant standards
- achieve design coherence and then a high performance, cost saving.

In architectural terms, collaboration involves the design disciplines working together, sharing knowledge, learning from each other, and, by that, designing a building that reflects a professional agreement. Collaboration allows the process of design development. It depends on analysis of problems and an iterative feedback of design solutions and options to and from the entire design team, so that collective decisions are made at each stage. This requires a methodology of presentation and discussion where the logic of construction decisions is explained and serious discussion takes place. For Architect and Project Manager, it means being a party to iterative design and contributing their expertise to keep the project moving forward. It also means acknowledging that things may change and some rework is expected.

8.1. Recommendation

The project team is made up of those people dedicated to the project or hired on a part-time basis. As project manager and architect, you need to provide leadership, direction, and the support to team members as they go about accomplishing their tasks. Working closely with the client to solve problems can help to learn

from the team and build rapport. Pm and Architect should show their support for the project team and for each member in front of client or client representative, will help them get their commitment the ability.

In view of the direction for the association's controlling council I suggest that the firm give another consolidated and developed skill benefit, for customers to secure, where both the design and project management originates from similar firm, and where the firm can pick up an upper hand towards comparative firms, through entrenched interdisciplinary collaboration of projects and project managers. It will build the likelihood of getting a handle on the project's general points and the customer's needs and requests of how to design and project figure out how to pick up a decent benefit for its motivation, which can be given by the firm two callings working more specific, with augmented abilities in specific regions that are most productive for the customer. Subsequently, the customer can pick whom to work with that best suits its needs and requests.

8.2. Suggestions

At to start with, it was difficult to build up how the project would have been finished, where the fundamental accepted was to make a relationship of different endeavors' systems and timetables to set up the energy work handle, yet amid the at first meeting with my supervisor at the school it ended up being evident that my research approach should create around making a present condition research in perspective of meetings and composing study, where a connection with speculation was made, and in light of current circumstances close if theory adapts with practice, and if not, find what fluctuates and why. Regardless, immediately it was difficult to find fitting discretionary data from articles, especially from the past five years, making the exploration feel lacking, from a speculative viewpoint.

In the wake of differentiating speculation and practice I could consider an ebb and flow situation research, from furthermore making an exploration from an external perspective, still inside the firm, however from various working environments, making the ebb and flow condition inquire about more strong.

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تحسين رضا العملاء من خلال العمل الجماعي المتعدد التخصصات

الملخص: في الأونة الأخيرة تم انتقاد عملية البناء لكونها غير قادرة وغير ناضجة وفاسدة وأكثر من ذلك بشكل كبير. خلال عام منذ يوم نمط من مجموعة أصحاب المصلحة المعمارية. وبهذه الطريقة، بدأت بعض شركات الهندسة المعمارية في الإمارات العربية المتحدة بحرية إنشاء وتنفيذ مشاريعها الخاصة، حيث لعبت دورها كمصممين واستثمار في كامل عملية البناء. ومع ذلك، يبدو أن مديري المشاريع في شركات التصميم لا يتمتعون بالقدرات المناسبة للتعامل مع التغيرات التي تحدث في صناعة البناء، حتى في تحسين المشاريع الداخلية، مما يجعل من الصعب البقاء في البناء والمهندس المعماري. الإعلان. مع نقطة لجعل عملية عمل أكثر فاعلية وعملية بناء كفاءة التكلفة. لذلك فقد خلصت نتائج البحث إلى معالجة المشكلة والإجابة عن سؤال البحث: كيف يمكن تحسين عملية البناء وتحسين رضا العميل، وذلك من خلال العمل الجماعي المتعدد التخصصات. الكلمات المفتاحية: إدارة المشاريع. العمل. آلية العمل.
