

## ABOUT THIS MANUAL

The Project Delivery Manual has been developed to provide written guidelines to Engineering Services staff on the delivery of capital improvement program projects. The manual outlines the Division's project delivery and operations policies and procedures, the authority of individual staff and their respective responsibilities, quality control processes, and quality standards. The information is presented in a simple, short-format manner, with attachments at the end of each section containing forms and checklists to allow the user to find needed information quickly and efficiently.

The manual is posted on the Engineering Division's website and can be accessed at: [http://citynet/DOT/Project Delivery Manual](http://citynet/DOT/Project%20Delivery%20Manual). The manual is intended to be used as a "living document" whereby new best management practices, and updated policies and procedures can be quickly incorporated into it and put in to practice.

All customers and Engineering staff members are strongly encouraged to bring forward new ideas which streamline our work, produce more efficiencies, clarify practices and policies, or improve the quality of our product. Proposed changes can be edited directly into the electronic copy of the document stored on the Division's S drive and submitted to the PDM Steering Committee for review and approval. Once approved, the edited sections will be marked with the revised issue date and uploaded in PDF format on the Division's website. All staff will be advised of revisions by email and will be able to download and print the revised material for insertion in their PDM binder.

Please direct any suggestions for revisions to this manual to any of the PDM Steering Committee members listed in the Acknowledgement Section.