

Customer Project Execution Highlights

Standard Operating Procedure & Client Milestone Framework

Once your project is finalized, our team follows a structured, phase-wise process to ensure smooth coordination, quality execution, and timely progress.

A. Design Phase

- Payment Terms:** 10% payment of the total latest budget value required to initiate the design phase.
- Details & SOP Review:** All details, standard operating procedures (SOPs), and Design project terms will be presented during this phase. You may review or check further details with our design team at any time.

Execution Roadmap: Project execution flows strictly through three stages:

Structure Phase → Finishing Phase → Furnishing Phase (Onsite work).

B. Structure Phase

Step	Wooden Work / Electrical Work	Civil/Ceiling Work/Buyout (If in Rance Scope)
Step 1: Payment	50% payment of total latest budget value.	100% payment required prior to work commencement.
Step 2: Material Ordering	Ordered per approved design & quotation. Standard procurement lead time is 5–7 working days post-payment confirmation & account clearance.	Ordered per approved design & quotation. Standard procurement lead time is 5–7 working days post-payment confirmation & account clearance.
Step 3: Vendor Allocation	Assigned & coordinated per project schedule within 1–3 days after material delivery.	Assigned & coordinated per project schedule within 1–3 days after material delivery.
Step 4: Site Prep / Safety	Floor safety materials delivered along with primary site material.	Design/Project team conducts site walkthrough to brief execution vendors on approved layouts.
Step 5: Execution	Design/Project team conducts site alignment to ensure execution strictly matches drawings.	Civil demolition and civil works start. Customers must source and deliver self-scope items (tiles, stone, plumbing) on time.
Step 6: Preparation	Vendor presses inner laminates under proper conditions (requires minimum 4 days; duration extends during rainy or humid weather).	Ceiling executed per design (w/o paint) as per SOP.

Step 7: Completion	Structure work Executed as per defined SOP. — SOP documentation is shared or explained by the project team.
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//*"We always plan to complete civil work first while running laminate pasting and ceiling work in parallel. This approach saves time and ensures smooth execution, allowing wooden work to progress with proper flow and cleanliness, while minimizing the risk of damage, leaks, or accidents."*

C. Finishing Phase (Wooden Work & Electrical Work)

- **Step 1: Payment:** 40% payment required 1 week prior to completion of Structure Phase (accounting for the 5–7 working days material delivery lead time).
- **Step 2: Material Ordering & Delivery:** Project team orders material as per approved design and quote. Standard lead time is 5–7 working days post-payment and accounting clearance.
- **Step 3: Design Site Coordination:** Design and project teams conduct an on-site walkthrough with execution vendors to ensure strict alignment with approved drawings.
- **Step 4: Quality Preparation Process:** Execution/vendor team presses outer laminates under proper conditions (requires minimum 4 days; timeline extends depending on weather and humidity).
- **Step 5: Execution & Completion:** Finished per defined SOP. Detailed SOP guidelines are shared or explained by your assigned project manager.

D. Furnishing Phase (Wooden Work & Electrical Work)

- **Step 1: Account Clearance:** No payment balance should be pending during this phase.
- **Step 2: Timed Procurement:** Materials ordered 1 week before Finishing Phase completion so work progresses uninterrupted (5–7 working days procurement cycle).
- **Step 3: Site Alignment & Selection:** Design team conducts site walkthroughs. Customer visits office for any remaining material/fabric selections.
- **Step 4: Site Cleaning & Detailing:** Standard furniture cleaning completed. Site cleaning included if within Rance scope of work.
- **Step 5: Execution Completion:** Final assembly and finishing completed in adherence to standard SOPs.
- **Step 6: Project Handover:** Formal handover executed as per contract terms. Keys, documentation, and sign-off files delivered to client.

Top 5 Factors Affecting Delivery Timeline

1. Timely Material Selection and Design Sign-Offs

Delays in **choosing** materials (laminates, hardware, veneers, tiles, fabrics) or **approving** 2D/3D CAD drawings delay procurement and manufacturing schedules. Finalize palettes, finishes, and drawings early. Target completion: within 25 days for 2BHK and 35 days for 3BHK max.

2. Prompt Milestone Financial Payments

Interior projects run on strict milestone payments. Delayed installments halt production, material dispatch, and site labor. Ensure timely payments as material procurement cycles require 5–7 working days. Also delay in payment of vendors affect overall work momentum, manpower availability and delivery.

3. Finalizing Layouts Before Civil Work Begins

Modifying civil layouts, wall partitions, plumbing, or electrical points after construction starts forces teams to demolish finished work and restart. Lock all floor plans and service layouts during the initial design phase.

4. Balancing Client Visits & Timely Decisions

Restricting discussions exclusively to weekends creates a 5-day gap each week where work stalls waiting for decisions. We recommend 3 to 4 planned weekday visits per month to maintain active momentum and speed up project closure. Also avoid your daily discussion with Project team during execution of work. It slows down their momentum, confidence and work. For any discussion, directly contact to your designer or project manager for any queries you have.

5. Preventing Frequent Design Changes (Scope Creep)

Adding new items, changing color schemes, altering false ceiling patterns, or shifting furniture locations mid-execution disrupts factory production and requires complex site rework. Treat approved execution drawings as a locked baseline.

CRITICAL IMPACT NOTE ON TIMELINES:

A single day's delay due to any of the above factors can extend overall project delivery by 3 to 5 days (On every one day late). A delay exceeding one week may halt vendor operations completely; reallocating vendor teams is a critical, time-consuming task. If the site remains idle for over a week, vendors will shift their daily -wages workers to other sites to avoid financial losses. We request client cooperation on these points to ensure seamless project delivery.

Team Availability & Communication

- **Availability Time:** 10:30 AM to 6:30 PM (Calls Only) – Sunday to Friday – (Monday – office is closed)
- **Available time for meeting:** 10:30 AM to 6:30 PM (With Prior appointment)
- **Communication:** Clint is requested to use what sup group (if available) or email as a preferred communication to keep all record of confirmation, validation and for smooth communication.
- **Communication:** Clint is requested to use what sup group chat (If available) or email to communicate any changes in design, also check commercial impact during change of finalized BOQ with sales/Design team.

** All points mentioned above represent project execution highlights. Please refer to your agreement/ website for detailed SOPs and terms.*