



RETAIL PROJECT AND DESIGN MANAGEMENT



ABOUT RLB

RLB offers a **360-degree** Retail Design and Project Management services to help developers and clients deliver their projects **on time, on budget, on brand and ready for earning**. Teams can concentrate on their core service while our Design Project Managers focus on the programme of deliverables and contract commitments.

WHY RLB

RLB offers a different approach to design delivery utilizing our global experience gained from over 230 years of successful project delivery.

Our services are not limited to the “old style” design delivery, we make the difference using a **modern 360-degree approach** to retail management ensuring that all phases of your project are addressed by professionals sharing the same goal.

To **ensure your success**, we can deploy to your project a consolidated and dedicated team of Project Managers, Advisors, Planners, Design Managers, MEP Managers, Quantity Surveyors, Construction Managers and Engineers to **work in synergy** from inception to handover and opening.

With our strong presence in the Middle East and our unique team of individuals, we are committed to supporting you throughout the MENA region.

RLB manages your project from inception to handover. We define and implement tools, management techniques and clear procedures to customize our services to suit your company's needs and expectations.

We prepare **tailored reports and real time information exchange** to ensure the Client is always kept updated and aware of the project status. We track and record all information exchange for better visibility and efficiency.

WHAT WE CAN DO FOR YOU

We aim to save **time**, increase **efficiency**, reduce **cost** and **build certainty**. Our service benefits include:



Manage stakeholders from brief to completion and maximise collaboration with delivery teams



Provide a fresh outlook and review of project needs



Design Management and strategic techniques implementation for project success



Facilitate high levels of quality delivery



Provide and maintain Master Programme of the works



Manage the programme of design and approval activities and monitor the progress against key milestones



Value Management, Cost Control and Contracts Administration



Provide and monitor cash flow throughout the project



Change Management and Value Control



Review or re-write specifications and Fit-Out Manuals



Review and approval



Dispute Resolution and Contract Advisory Services

Liaising with our consolidated external consultants we also provide:

- Analysis of current leasing and maintenance contracts
- Review of asset strategy and development of renovation or renewal proposals
- Develop a new winning leasing strategy
- Manage successful handover to operation teams

HOW RLB DELIVERS



Our Approach is based on a **clear understanding** of the design process through our experience of working closely with and as part of design teams. We place our Client first, “**your goal is our commitment**”. We bring **good management techniques** without stifling the creativity of the team, and tailor our scope to meet the specific needs of a project.



Our Personnel know the game, come from **different backgrounds** and are **highly experienced**. We understand that these services are different to traditional project management. With our **global reach**, our personnel constantly **exchange information and expertise** to keep themselves up to date and in line with the **best practice** in the sector.



Our Services typically commence upon appointment of the design team, but can begin with bid preparation and/or cease on the issue of tender documentation. We perform the **essential monitoring role**, coordinating the delivery of all design team members and bringing our **bespoke toolkit** to deliver a **wide range of services**.



Our Tools Through the use of our **specialist tools and techniques**, refined and consolidated in years of experience, we **monitor and manage** the progress of your consultants. We identify **critical paths** and take necessary actions to keep the Client aware and **minimize issues** through the **correct strategies**.

Our toolkit includes a range of flow-charts, forms and templates we tailor for each project, including:

- Cost Management and Reporting
- Design Management Plan
- Responsibility Matrix and Action Tracker
- Communication Matrix
- Change Control Management
- Project Directory
- Cost Management and Reporting
- Site Management
- Close-out and handover

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