

## **An Engineered Parrot**

**Anil Seth**

*Put your future in good hands – your own.*

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*One of our beloved clients requires –A Parrot.*

*Yes ... a Parrot, the bird which has a beak, 2 eyes, 2 wings and of course weight around 500gms.*

*Through all procedural exercises the contract was awarded and team started the detail engineering; Yes Ladies and Gentlemen to procure and deliver a PARROT under Lump sum turnkey Contract.*

*For those who already know LSTK-Lump sum is a noun which means a complete payment consisting of a single sum of money while turnkey is an adjective of a product or service which means product or service will be ready to use upon delivery.*

*Sweets were distributed, parties were thrown and the team inaugurated the PROJECT DETAILING of the PARROT.*

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*Cast:*

*PM: Project Manager*

*EM: Engineering Manager*

*Lead*

*RE: Responsible Engineer*

*Vendor*

*Expeditor*

*Parrot*

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PM: Team, welcome to the prestigious project. We are proud to have the team onboard which is rightly selected to acquire and deliver the customized item which has to be as per:

Quality

Schedule

BEST of engineering procedures.

*Or was it Project Quality, Baseline Schedule and applicable engineering procedures. Only time will tell.*

PM: Team, please ensure that we include Right Accessories, deliver the customized item (ITEM?) and none of the interfaces are left open.

We should put special focus on testing and we are confident that through our hard work and know-how will make this project a benchmark.

EM: Team, please ensure that no specification and procedure are unturned and we deliver as per Quality (*was it Project Quality?*)

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Lead: We need to prepare the Material Requisition Ram, Is the draft ready?? (Shouts) IS THE DRAFT READY RAM?

RE: Yes Boss, we have included all clauses and specification and datasheet has reference to ALL Codes and Standards.

Lead: Hmmm! As we are engineering a Parrot first time, please do not ignore any testing and inspection criteria. Please add that NO WAIVER will be granted post order, all queries are to be addressed through prequalification notes and criteria.

*Our engineering world is full of glorified words like-All, Waiver, Criteria...and what not. So the requisition weighting 10kgs with all specification and references was prepared and issued to attract the Poor Vendors.*

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Vendor: Good News, a new requirement has come in the market. It is to supply a parrot.

What a beautiful bird it is! We all have seen the parrot...this is simple. Let's prepare a quotation and provide our consent to bod.

Wow; it is such a simple thing and it may not be difficult to bid and WIN.

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*Vendor was HAPPY because the bird is known and can be easily delivered.*

*We were happy that REQUISITION is in the market and the customized item is being processed.*

*Client is happy that TIMELY with all specification the requisition is floated.*

*Bidders meet was completed with minimum questions asked. ...WHY? Because PARROT is a SIMPLE bird my dear and Vendor has SEEN it flying and talking:*

*(Song by PARROT)*

*I am a parrot as per standard defined by nature.*

*I love to sing.*

*I love to eat.*

*I love to live.*

After few clarifications like:

-Are you capable of Supplying a Parrot? (PM)\*

YES (VENDOR)

-Are you providing GAD of Parrot as per final dimensions? (PM) \*

YES (VENDOR) \*

-Is Parrot fit to use and no suite at site criteria is followed? (PM) \*

YES. (VENDOR) \*

... the Parrot detail designing sailed.

After Six Months of detail engineering following queries were posted for vendor.

-Please specify the foundation needed for the Parrot. (EM) \*

-Is there any hard stand required, if yes, please mark on PLOT PLAN attached. (Lead)

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-Whether any cage is needed for protection, if yes, what is the minimum dimension envisaged? (Lead) \*

-Testing criteria during pre-bid was: “all testing as per laboratory and statutory requirement”. Against your confirmation, please list all testing which are to be performed by you or your third party. (EM)

Nobody talked across the table however a lengthy mail exchanged did happen; sadly it was marked to all.

After nine months of detail engineering.

[()\*- On stage standing at ease.]

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PM: Why is engineering holding and not approving the product, is datasheet okay?

EM: Yes, vendor is providing the item with deviations and we cannot accept the design without taking sanctions from client.

PM: Okay, are the deviations known and can be discussed with team?

EM: Yes, following are the deviations:

1. What is the color of parrot?

Vendor: Green

Query: Specify which shade – Cardamom green / Petal Green?.

Vendor: Green and this is standard natural green.

Query: Cannot accept. Please provide the thickness of color and shade followed in detail.

2. How many feathers are on Parrot’s coat?

Vendor: About 1000

Query: Why ‘About’? Please specify. Is it 999 or 1001?

Vendor: Parrot is sent to National Physics Lab and report is awaited.

3. What is its designed weight?

Vendor: About 500 gm

Query: Be precise. Is it 499 gm or 501 gm and with what tolerance? We need this data for foundation loading.

4. What is the replacement warranty and spares considered?

Vendor: (No response!).

*They are still figuring out what to write.*

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After 1 month, vendor provided the photograph of Parrot stating:

‘This is what I mean by Parrot and this species is available like this and is a natural standard product.’

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Lead: What is this? We wanted a confirmation and instead we are receiving photograph.

Please write a mail to expeditor to expedite as per purchase agreement.

RE: Right Boss.

*Mailed and action closed.*

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- After 2 months

PM: We received a mail from logistics that the Parrot is on its way and I believe we have approved all documents and have done all the required testing.

EM: I have no doubt on this.

Lead: We closed the action through email.

PM & EM: Email and then what????

Expeditor: Vendor was insisting that photograph shared was of real product. However, our testing inspector had gone ahead with commented copy of document.

Lead/EM/PM: Which means.....!!!!?

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<Pause>

Which means guys, Client was insisting for a Parrot, Vendor was unable to provide the engineered Parrot, instead Inspector asked vendor to confirm whether Parrot has

- 1001 feathers? When answer was not confirmatory, we asked him to suggest an alternative and Wow, they supplied a Peacock also having  $\geq 1001$  feathers
- 501 gm? When the answer was not confirmatory, we asked him to suggest an alternative and Wow, they supplied a mouse also having weight  $\geq 501$  gm

And the Client...

The poor chap is figuring out how change orders for Peacock and Mouse have been approved when the need was only for a parrot.

AND

Even if the change is approved how they will accommodate so many pets.

**I do not have an answer, but sure will email you all once it is resolved.**

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If opportunity doesn't knock, build a door.

~Milton Berle

## About the Author



### **Anil Seth**

Gurgaon, India



Mr. Anil Seth is working as Project Manager in Fluor's Indian office at Gurgaon. Fluor Daniel India Private Limited (Fluor India) provides a full range of engineering, design, procurement, and construction management services to Indian and overseas clients. Fluor India is an established quality provider of engineering, procurement, construction management (EPC) and project management services for Fluor's energy and chemicals, power, mining, and industrial projects, and is a key support office for Fluor facilities located in North America, Africa, the Middle East, Europe, and Asia Pacific

Earlier to Fluor, was in Larsen & Toubro Ltd. at Faridabad, India and managing the Project Engineering Manager Portfolio for hydrocarbon projects. Before joining Larsen & Toubro Engineering and construction division he has worked for Indian Petrochemicals Corporation Limited. He holds B.E. degree with Honors in CHEMICAL Engineering from Panjab University Chandigarh India and has also done Diploma in Environmental Management. He is certified for Harvard Manage Mentor and specializes in Building High Performance cross functional Task Force as well as Converting Breakeven Projects to Profitable scenario. He can be reached at [anilshivani99@gmail.com](mailto:anilshivani99@gmail.com) or [Anil.Seth@Fluor.com](mailto:Anil.Seth@Fluor.com)

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