



Quality Project Management, LLC
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PROJECT SUMMARY

New Terminal Construction & Permitting – Westfield Concession Mgmt at Houston Intercontinental Airport

The Project

In conjunction with the opening of a new international terminal at Houston Intercontinental Airport, Westfield hired QPM to act as a tenant coordinator for the scheduling, approval and construction management of over 35 retail locations and kiosks in the new terminal. The challenge was to keep all 29 sites/spaces on schedule while working around the terminal construction that was occurring at the same time. Multiple governing agencies – the airport authority, the City of Houston, Continental Airlines and the myriad contractors all had their own expectations and often conflicting project schedules.

The QPM Solution

Using design standards developed by Westfield, QPM established a new process for design approval, time-bound permit approvals and construction updates to keep the various agencies and stakeholders involved aware of progress and potential roadblocks.

Results

QPM's process resulted in accountability for the entire team – agencies, tenants and contractors – that allowed all stores to open on time with the grand opening of the new terminal. Approvals and permits originally behind schedule were addressed, and construction cycle and permit approval times were reduced while keeping the project within budget.

More Information

For photographs of this project as well as many more examples of QPM's experience with projects like yours, visit www.qpmlc.com and click on "Projects".