

# No One Said It Was Easy

Being an Interior Industry Expert doesn't come without its challenges explains the team at Can.I Interior Fit-Out Sdn Bhd.

**W**hen you speak to Interior Industry professionals, they will tell you that as rewarding their work is, the complexities involved proves challenging sometimes.

Firstly, architectural works and engineering works are confined to statutory requirements therefore 'fit for use' takes priority. According to business dictionary.com, the term 'fit for use' is defined as effectiveness of a design, manufacturing method, and support process employed in delivering a good, system, or service that fits a customer's defined purpose, under anticipated or specified operational conditions. In simple terms, the interior industry professional will also be liable if 'fit for use' is not met and therefore must exercise reasonable care and skill in the provision of their services.

## Anticipation Is Key

Apart from the various skills that they already possess, interior industry professionals have to be masters at anticipating issues. Various changes may come into play like enhancing the design or perhaps new requirements may come into play to suit operator functionality during the project which in turn will affect delivery lead time and material availability. Therefore, it is crucial that these potential changes are anticipated and dealt with from the start whenever possible.

## Tick Tock Tick Tock

The Can-I team know very well that time is of essence. This is because each project requires very precise planning for manpower, securing of required material, coordination with other contractors and related trades as well as cash flow of the projects. This also includes monitoring



and constant follow-ups to minimise any deviation from the original plans. However, they are also experienced enough to always also have a Plan B if any unforeseen circumstances would arise. However, the challenge here is the availability of capable staff to handle such multi-tasking. The general consensus is that the younger generation are no longer interested in taking up the challenge to perform duties that are highly stressful, involve long working hours or involve big commitments. Therefore, replenishing older but more experience staff will prove a challenge in this industry.

## Relying In Your Preparation

Project management consultants are getting more popular these days. Besides managing the projects on behalf of clients, they have taken extra precautionary measures to safe guard the clients' interest. It appears that pushing the boundaries of contracts creating legal issues seem to be normal these days. Inexperience contractors coupled with insufficient documentation and insufficient knowledge of contract rights will put the contractors in a position of being imposed with Liquidated Ascertain Damages (LAD) or fail to make monetary claims for works being carried out. Therefore it is important to hire the right staff for the right projects, have proper documentation of events, planning, and tracking of site activities and progress to emulate any potential dispute.

Feedback and discussion on the various challenges faced by Interior Industry Professionals was provided by the team at Can-I Interior Fit-Out Sdn Bhd which includes Mr U Mun Liang, Mr See Chee Hong, Mr R Ganesan, Mr Leong Chian Meng and Mr Cheah Voon Kuon.