

## Initial Contact

Phone/Email/Web

Contact us via [bright.com.au/contact](http://bright.com.au/contact)

### Initial Meeting

Face-to-face

A Bright engineer, with relevant experience, will meet with you to discuss your needs.

### Project Brief

Document

We'll confirm our understanding in writing to make sure we're on the same page, and so you have a reference.

### Brief Review

Phone call or face-to-face  
We'll check to make sure you're comfortable with our understanding, and are happy to proceed.

## Project Scoping & Planning

During these initial, usually relatively short phases, meetings and review are general at the end of each phase.

### Concept Design

Drawings & Calculations

We'll complete a basic design quickly, to highlight critical areas, and help you give direction.

### Document Project

Time, Cost & Quality

We'll create a set of baseline project documents, including estimated budget, timeline and quality checklist.

### Concept Review

Face-to-face meeting

We'll meet with you to verify critical data, explain initial findings and receive any modifications to direction.

### Detailed Design

Calculations & Documents

We'll complete design, Australian Standards checks and any modelling or tests required.

### Approved Drawings

Drawings & Models

We'll complete drawings or models based on design calculations and proposed equipment.

### Detailed Review

Face-to-face meeting

We'll meet with you and explain in detail the design and layouts, receive feedback, and plan the execution.

## Project Design & Execution

During these phases, we'll meet with you regularly to keep you up to date, receive your feedback and let you know what's coming up

### Tender

Scopes & Quotes

We'll have each major item quoted by multiple, suitable companies, and provide you full submission details.

### Project Management

Time, Cost & Quality

We'll provide you with live information on project schedule, budget and scope.

### Installation

Contract Management

We will manage contractors, permits, scope and quality. We'll assist with safety management and toolbox talks.

### Commissioning

Site Presence & Equipment

We'll be your advocate to achieve safe, fully-functioning and well documented machinery.

### Handover

Drawings & Manuals

We'll collect, collate and hand over drawings, manuals and other material that you'll need for operations

### Training

Face-to-face

We'll train staff and operators in correct equipment use and assist in creating training manuals if required.

## Ongoing Support

Phone, Email, Site Visits

We'll support your project into the future with information storage, troubleshooting and further upgrades.