

Member Communication Experience

Delivering Capability At The Speed Of Mission: When Time Becomes The Greatest Risk In Capital Program Delivery

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Have you ever found yourself in a room full of highly capable professionals debating a decision that would affect a major program? Everyone in the room is smart. Everyone is committed to success. Everyone has access to essentially the same information. Yet the discussion continues.

Now picture that room sitting inside a vehicle speeding down a highway.

Ahead, the road splits.

One path leads toward the desired outcome. The other does not. The team has identified the fork, but uncertainty remains. There is risk in choosing the wrong path. There is also risk in delaying the decision while gathering additional information.

Meanwhile, the vehicle continues moving toward the fork.

At that moment, the challenge is no longer simply about information. It is about time.

How much time remains before a decision must be made? How much time will it take to elevate the issue, make a decision, communicate the decision, and implement the chosen course of action? Most importantly, will all of that happen before the organization reaches the point where options disappear?

THE REAL CHALLENGE ISN'T INFORMATION. IT'S TIME.

This analogy captures what may be the defining challenge for infrastructure owners, federal agencies, and capital program leaders over the next decade. The organizations



that consistently outperform their peers will not necessarily be those with the largest budgets, the most advanced technologies, or the most sophisticated reporting systems. They will be the organizations that recognize critical decisions sooner and move them to the right decision-makers, fast enough to make and act on the outcome.

For years, project delivery conversations have focused on cost, schedule, quality, contracting strategies, and workforce capacity. Those topics remain important. Yet many of the most significant project failures are not caused by poor schedules or weak technical solutions. They are caused by decision latency.

Decision latency occurs when an organization recognizes an issue but cannot move quickly enough to resolve it. A risk

has been identified but is not elevated. A scope conflict is recognized but not adjudicated. A funding decision is delayed. A stakeholder disagreement remains unresolved. The project keeps moving while the decision stays unresolved.

Eventually, the organization reaches the fork in the road and discovers that the real problem was never the issue itself. The problem was the inability to make and implement a decision before the consequences arrived.

Many organizations unknowingly pursue perfect information. They convince themselves that one more analysis, one more review, or one more coordination meeting will eliminate uncertainty. Unfortunately, uncertainty is not a temporary condition. It is the environment in which major projects and programs operate. Most organizations claim they value speed in decision-making. Very few truly track it or reward it.

The most successful organizations understand that risk-informed decisions are not decisions made without uncertainty. They are decisions made after evaluating uncertainty. The objective is not to eliminate risk. The objective is to understand risk well enough to make a sound decision while there is still time to influence the outcome.

ALIGNING PERSPECTIVES ACROSS THE ORGANIZATION

This challenge becomes more difficult as stakeholder complexity increases. Modern capital programs involve owners, operators, maintainers, regulators, contracting professionals, designers, constructors, financial managers, and executive leadership. Each stakeholder brings a legitimate perspective. Each stakeholder sees a different part of the problem.

The owner may be focused on mission outcomes. The designer may be focused on technical performance. The constructor may be focused on execution risk. The contracting team may be focused on compliance. Financial leaders may be focused on stewardship. Senior executives may be focused on enterprise priorities.

Although each priority is different, the challenge emerges when they become disconnected from one another. High-performing organizations do not seek to eliminate disagreement. They create structures that transform differing perspectives into better decisions.

One reason this alignment is difficult is that different levels of

leadership naturally operate through different decision lenses.

Project teams operate at the tactical level. Program leaders operate at the operational level. Organization leaders operate at the strategic level.

A project team may be intensely focused on a specific issue affecting a single project milestone. Program leadership may recognize how that issue affects multiple interconnected efforts. Organizational leadership may understand implications to mission readiness, enterprise risk, funding priorities, or long-term strategy.

The team focused on a tree may see details invisible to the leader responsible for the forest. The leader responsible for the forest may see opportunities and risks invisible to the team focused on the tree. Neither perspective is sufficient by itself. Effective organizations deliberately connect them.

ESCALATION IS A SIGN OF MATURITY

This is where escalation is often misunderstood.

Many project teams view escalation as evidence of failure. They believe that if an issue is escalated, the team has somehow failed to solve it independently.

In reality, effective escalation often demonstrates maturity.

The strongest teams recognize when a decision requires a broader lens. They understand when an issue exceeds their authority, visibility, or decision horizon. They recognize that the objective is not to keep every decision at the lowest level. The objective is to ensure every decision is made at the appropriate level.

Escalation is not surrendering responsibility. It is exercising judgment.

It is recognizing that the tree in front of you may be part of a much larger forest.

BUILDING ORGANIZATIONS THAT DECIDE IN TIME

Leading organizations increasingly understand this distinction. That is why governance, stakeholder management, risk management, issue management, partnering, and performance management continue to receive greater emphasis across both public and private sectors.

These disciplines are often discussed independently, but they all support the same objective: improving decision velocity.

Structured governance formalizes authority. Stakeholder management aligns perspectives. Risk management identifies forks in the road before they become collisions. Issue management creates visibility. Partnering builds trust.

Together, they create an organizational system capable of making and implementing decisions before opportunities disappear.

This philosophy can be seen across many successful organizations. PMI governance principles emphasize alignment between strategy, authority, accountability, and execution. NAVFAC's governance initiatives emphasize stakeholder engagement, leadership involvement, escalation pathways, risk management, and performance measurement. The U.S. Army Corps of Engineers continues to leverage partnering as a means of aligning stakeholders and resolving issues early.

Even broader acquisition reform efforts increasingly focus on reducing organizational friction and placing decisions at the level best positioned to balance risk, value, resources, and mission outcomes.

The common thread is not governance for governance's sake.

The common thread is faster, better decisions.

MEASURING WHAT MATTERS

Perhaps the most overlooked metric in project delivery is decision performance itself. Organizations routinely measure cost growth, schedule growth, safety performance, quality performance, and customer satisfaction. Few measure how long it takes to recognize an issue, elevate it, decide on it, communicate the decision, and implement the response.

Yet that timeline often determines success or failure.

A perfect decision made too late frequently produces worse outcomes than a good decision made in time.

We have observed this reality across some of the nation's most complex infrastructure and capital programs. The organizations that consistently deliver successful outcomes are not necessarily those with the most resources. They are the organizations that create clarity, establish accountability, align

stakeholders, and enable leaders to make informed decisions before options disappear.

That observation is important because it reframes how we think about project controls, governance, risk management, scheduling, cost engineering, commissioning, and owner representation. These services are valuable, not simply because they improve management processes. They are valuable because they improve the quality and timing of decisions.

Often, a dedicated facilitator can play a critical role in connecting these functions, linking governance forums with risk management activities, stakeholder engagement efforts, project controls, and issue escalation processes. By creating greater visibility, consistency, and accountability across the organization, facilitated governance helps ensure that the right information reaches the right decision makers at the right time. The result of facilitated governance is not just better management. It is faster, more informed decisions that preserve options, reduce organizational friction, and improve the ability to deliver capability before opportunities disappear.

In the end, projects succeed or fail through decisions.

The coming decade will place unprecedented demands on infrastructure owners and program leaders. Resources will remain constrained. Stakeholder complexity will continue to grow. Expectations for transparency, accountability, and speed will increase.

The organizations that thrive will not be those that avoid difficult decisions. They will be those that recognize critical decisions sooner, elevate them appropriately, and implement them before opportunities disappear.

Because when the fork in the road appears, success is not determined by whether the organization can identify the decision.

Success is determined by whether it can make and implement that decision before it reaches the fork.

That is what it means to deliver at the speed of mission.

And that is what it means to deliver better project outcomes. 



About the Author

Jim Brown, PE, is a military market leader at MBP. He brings more than 30 years of executive leadership experience overseeing military and federal facilities, infrastructure, and complex capital programs. He has led large, multidisciplinary organizations across the Department of Defense, guiding major military construction programs, facilities planning and management, utilities and energy initiatives, environmental programs, housing operations, and enterprise risk and performance efforts across expansive installation portfolios.

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