

PROJECT MANAGER FAQs

These FAQs are designed for buyers, procurement leads, program managers, facility directors, and executives evaluating CSI as a partner for data-center liquid-cooling projects.

COMMUNICATION & COORDINATION

1. HOW IS COMMUNICATION HANDLED?

- Design reviews typically occur in Microsoft Teams.
- Email remains the official project record and is stored in a shared project folder for traceability.

2. WHO IS THE POINT OF CONTACT, AND WHAT IS THE FREQUENCY OF COMMUNICATION?

- A dedicated Project Manager (PM) is assigned upon order placement and establishes the review and status cadence.
- Email remains the source of truth.
- Meeting frequency often follows the customer's stakeholder availability and milestone schedule.

DESIGN & CHANGE MANAGEMENT

3. HOW ARE DESIGN CHANGES MANAGED?

- Changes are tracked in drawing/model reviews and logged in a design-change register.
- If cost or lead time is affected, CSI issues a formal change order.
- Like-for-like corrections required to protect schedules may be executed by the PM and documented.

4. WHAT PROJECT STAGES SHOULD BE EXPECTED?

- Quote → Order → Drawing/Model & Instrument List generation and approval → Fabrication → Inspection/FAT → Shipment.

FACTORY ACCEPTANCE & SITE INTEGRATION

5. WHAT DOES FAT (FACTORY ACCEPTANCE TEST) COVER?

- Factory Acceptance Tests include:
 - Verification of sequence of operations
 - Mechanical walkdown against P&IDs
 - I/O setpoints and alarm verification
 - Validation of CSI test criteria
 - Documentation review
 - Any punch list items are resolved before shipment.

6. WHAT DOCUMENTATION AND SUPPORT ARE PROVIDED FOR SITE INTEGRATION?

- A complete turnover package and any required programming updates are provided.
- Post-site changes are captured, documented, and redistributed for consistency.

COMMERCIAL & SCHEDULE MANAGEMENT

7. HOW QUICKLY ARE QUOTES PROVIDED?

- Formal quotes are typically provided within two weeks.
- Budgetary quotes can be developed earlier to assist in project planning.

8. HOW IS SCHEDULE RISK MANAGED?

- Primary schedule risk is tied to long-lead vendor components.
- CSI may propose customer-approved substitutions to maintain schedule integrity.
- Expedite fees, if required, are communicated and priced upfront.



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