



Field Training Services Newsletter

"Improving the bottom line through production training."

Tip of the Month

Recap of the Twelve. This month I will recap the twelve things that I believe mean successful production.

1. Accurate estimating build on real numbers not "if all goes well"
2. A production binder built on an agreement between sales and production on what should be included before a job starts
3. A turnover that helps the job site manager to understand the job and the client not simply a rehash of what is already written in the plans or scope.
4. Effective pre-job planning by the job manager to create a real plan for success.
5. Using schedules to set expectations for everyone and to achieve on time completion.
6. Having a pre construction meeting with the client and the job manager to reset expectations on a number of issues.
7. Daily planning by the job manager to eliminate surprises as much as possible.
8. Using a weekly review process of job costs to control the budget and make changes in the middle of the job to meet the budget.
9. Using quality control checklists as the job progresses to illuminate call backs and control job completion.
10. Capturing every change in written form to facilitate good communication and prevent losses.
11. Finish the job strong, either no punch or very minimal.
12. Have a job debrief that captures the good and the bad and use it to learn and change.



Another note: I am beginning a little research project on personality traits that make for good fits in various positions within a remodeling company. It will be focused around the Strength Finders 2.0 model. If anyone is interested in participating please email me at tim@leadcarpenter.com and I will send out some information.

Personal News

Welcome to December! Wow the year has flown by! The boat is all put up for the winter. Not much to winterize this year so not a very big bill. Should be all set for next summer. All the fishing tackle has been cleaned up and put away. I suspect over the winter I will make some more weights with old tire weights and a mold I bought a few years ago. So what is there to talk about?!

As many of you know I have a large sun room/greenhouse on the rear of my house. In general the plants do well and I enjoy this area as my office. The main problem is that the



room is on the north side of the house and as the sun travels to the south in the fall less and less direct sun makes it to the plants. So this year I purchased some grow lights to hang up and help them grow more effectively all winter. What a difference they make! I have flowers blooming now and the plants that normally get

all leggy and sparse are thriving!

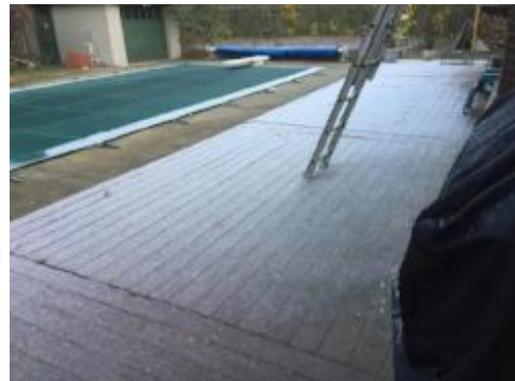
The other interesting thing that happened is that when the grow lights arrived via an online purchase in each box was a lighter. I puzzled about this for a couple seconds and then realized that at least one of the expectations for



people with grow lights is growing plants that are otherwise illegal (in most states!). So if any DEA agents are monitoring this email - no weed at this address!!

Along with the flowers we have had our first snow fall. It happened on Nov 21 and was just a dusting but set the mind turning. I guess it really is winter!

The only other exciting thing to



report is that while I was in the Philly area to speak for a NARI education day, the coordinator set me up to speak to a carpentry class at a local Technical College. There were roughly 28 people, 18 years or older getting a beginning 6 month class in carpentry. They were engaged and interested in working in this industry. I stressed the value of this type of work financially compared to other professions and encouraged them to seek work with remodeling companies in the area. I highly encourage everyone to get out at spread the good news - the people are there we just have to go to them.

Product Information

On Site Consulting Opportunities.

For those do not know I offer consulting at your office on production systems and helping the company be more efficient. This involves a two day visit. On the first day I do interviews of employees and the owners to see where the problems are. The afternoon of the first day is spent with the decision makers to discuss what I found and what can be done to correct any issues. The second day is spent doing training for everyone based on the findings of the first day.

Upcoming Speaking Events

JLCLive

Portland OR

Nov 30-Dec 2

Remember, investing in the people that spend the money, may be the best investment you ever make!

Sincerely,

Timothy Faller
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