



# Field Training Services Newsletter

*"Improving the bottom line through production training."*

## *Tip of the Month*

Let's look at #3 of my 12 things that I think will make a remodeling company successful in production. The third key is successfully turning the information over from sales to production. Isn't the binder enough? You would think so! But what I have found usually trips us up is not the info that is written down but the info that was not written down!

**Format:** Yes it is another meeting. It should be about 1 hour. It involves the sales person, the person producing the job, and a Production Manager if there is one.

**Purpose:** This is the opportunity for the sales person to convey information that is not written down or they see as potentially becoming issues for production.

**Content:** With that purpose in mind items like who are the clients, how do they make decisions, what are the areas that they are most concerned about are very important. Topics like problems with the budget. Any specific areas that will be tight either because of an error or it just had to be that way. Anything on the plans that has not been fully detailed that should be a focus can also be discussed. The key is to focus on the information that can not be readily seen in the plans and scope.

**Issues:** This meeting can quickly get off track by doing two things. 1) Just getting too deep into every aspect of the job. The fact that the footers have to be 42" deep does not need to be discussed because, hopefully, it is clearly on the plans. 2) Production can ask too many questions. Us production people tend to focus on details so while discussing something on page 2 of the scope we will get into information that is already discussed in the scope, but not till page 10. By asking the question it takes the whole group down a road that wastes everyone's time with something that could be read later. The next Key in my 12 is some planning time for the person producing the job. This is where a complete list of questions is generated and then answered by sales at another time. (We will cover that next month.)

**Exceptions:** I suppose the only exception to doing this hand off is for very small jobs. Something like a storm door install or building a dog house. But even for these types of projects there is still a client that is different than any other as well as site concerns and of course the possibility that something was left out of the scope. So I guess what I am saying is there are no exception. The time given it may be shorter but have the turnover anyway.

**Next Month: Pre Job Planning**



## *Personal News*

For those who pay attention I have not sent out a newsletter since Oct. Well, many things have happened on the home front and I will try and give you a brief overview. For those that tune in for the

fishing news it will be a little short from now to May but I will try and keep it in the commentary.

The month of October was quiet except for a visit from some friends on the weekend of the 17th. The weather was very warm so we decided to go on a stroll on the beach. We have several beaches to choose from here so we headed to Napa Tree Point. This is a stretch of beach about 1 mile long that is in wild condition and protected for bird habitat as well as public use. The beach stretches from east to west. While we walked the beach the sun set. The land that you see is the end of the point



and an island in the distance . It was amazing! We returned home to have a lobster dinner. We had to buy them but they still tasted great!

I have gotten very busy with estimating and selling for Yellow Dog Builders here in Westery. In Oct we signed a \$158,000 addition. This required two variances from the zoning board which I shepherded through. That was a first for me. My regular work of consulting is picking up. Because of these increases I am trying to wind down my work on job sites. I am trying to put down the tools again. However there comes along some interesting projects that seem to

capture me and I can't resist. This was the case with some fill in drawers for a friend of ours. I agreed to look at them and facilitate someone else doing them. When I saw what they wanted I just could not resist doing them myself. It is essentially three drawers to fill in some mahogany cases that were built a while ago. They turned out very well and everyone is happy!

In the mean time we are selling the office building that my wife and I own in an effort to simplify our lives. This means that my wife's office is being moved to our basement. So, out come the tools for that! Framing, drywall, a tile front on a fireplace, and some vinyl floor.



At this writing we have had our first snow. About 1/2" last night and then a warm up and it all has been washed away by steady rain. Christmas Eve day we went a picked up mussels on the beach in 60 degree weather! I expect the rest of the winter will be cold from here out. Yes the heat is on!

## ***Product Information***

**New Production Managers Roundtable Forming!** I am facilitating Roundtable meetings for Remodelers Advantage focused for production managers. These meeting are designed to bring non competing companies together and allow the exchange of ideas as well as challenge each PM to be better people managers. If you are interested in something like this feel free to call me (401-348-9698) or Remodelers Advantage (301-490-5620) for details.

## **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**

### **International Builders Show**

Las Vegas, NV

Jan 19-21, 2016

### **Mastering Your Remodeling Business**

Remodelers Advantage

Baltimore, MD

January 26-27, 2016

### **JLCLive NorthEast**

Providence RI

March 17-19, 2016

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

**Sincerely,**

Timothy Faller

Field Training Services

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