



Field Training Services Newsletter

"Improving the bottom line through production training."

Tip of the Month

Let's look at #12 of my 12 things that I think will make a remodeling company successful in production. The twelfth key is the job debrief. This is the final evaluation of the project with an eye to continuous improvement. It generally includes the major players in that project meeting in the office while looking at the numbers and client reaction to the job.

Remember the goal: The goal is to come away from the meeting with 1 or 2 manageable changes to the system that will make all the following jobs more productive. Individuals may learn some things that they can do but good management would dictate that those growth areas are better discussed in private not in this meeting.

Don't over analyze: Especially on large jobs there is so much information that any group of three or more can get bogged down on details and never accomplish the goal. By digging into every items that did not make money companies never get positive results from the meeting. In fact this analysis often leads to finger pointing which is deadly in a business where team work is critical for success.

What to do: Here is what I think will work well.

1. A couple of days before the meeting distribute all the information available to the people involved. The final job cost report and the client review are the primary documents needed.

2. On their own each person can evaluate the information and decide what they believe is the biggest area that can change in the system based on the pattern of the job. WARNING! Instinctively sales blames production and production blames sales. Everyone has to come to this with honesty.

3. At the meeting review the big picture of the job. Did we make money? What areas were the best/worst? This should be short and not be about assigning blame - just the facts. The meeting leader will have to work hard to keep people from reacting and or assigning blame. Example: Trim is way over budget and the Lead Carpenter blurts out "there just wasn't enough money in the labor!"

4. Then have each person explain the area of change that they believe will make the biggest difference in the way the company does jobs. The other participants need to listen, ask questions and evaluate the merits of the idea. The person does not need to have a solution just a good grip on what needs to change.

5. The group then decides which one of the 3-4 ideas will be the one they tackle. Once this is done solutions can be worked on and changes made. By limiting the change to 1-2 items there is a chance change may actually occur.

By doing this a company can experience continuous improvement in a way that is manageable and meaningful.

Next Month: Recap of the Twelve.



Welcome to November. October was a month of firsts for me and I will try and share them with you.

On October 4 I traveled to Baltimore MD area for the Remodeling and Deck Expo. I had rearranged my schedule so I could stay and go fishing on the Chesapeake Bay with John Johnson of Creative Spaces in Shady Side. We were hoping to hit some big stripe bass but a hurricane churning off shore threw rain and wind at the bay so that had to be cancelled. So what do you do on a rainy Saturday, in the Washington DC area? Go shooting! So off I went to a range in Manassas, VA. Not my first time shooting but my first time with a 9MM and a 357! It turns out I am a pretty good shot!



Dirty Harry I am not!

Then on Oct 12 I went fishing! My friend, John DeCiantis, who used to live close by and has since moved to Mexico was back in the area for his daughters wedding. At the wedding they had a raw bar - oysters, clams! Good stuff. Well, when John came to our house the next day he had all the extra oysters so we shucked them out and made oyster stew! Delicious! Then we just had to go out in the boat! It was a beautiful day! Not rough and the sky was extremely clear! In New England as winter comes the sun drops on the horizon and creates very clear air. We could see the tip of Long Island at sea level which is extremely rare in the summer.

Well long story short we bagged the first keeper black bass of the year!

Then with fishing success under my belt I decided it was not time to put the boat away just yet and even saw that Oct 18 would be close to 80 degrees. Another fishing trip! So out I go looking to land at least one keeper bass. Well I am out there catching a few small fish feeling a little discouraged and another fisherman comes along in a boat and wants to know if I want a tautog, commonly called a black fish. Of course! He had limited out and had an extra keeper. Wow what luck!



Selfie of me fishing. Having fun!

If you have a good memory, in spring of 2014

I was determined to learn how to catch tautog on a line. I have caught them in my lobster traps but never on a line. But I ended up falling off the ladder and that fishing season was gone. So spring to Oct 2016 and along with the keeper fish this befriending fisherman offers me some green crabs and advice on how



3 Tautog

2 Black Bass

to catch tautog.

Goldmine! So by following his advice and by moving around a little bit I landed two more tautog and two keeper black bass. The larger tautog is 20 inches!

And finally another first. On Oct 31, with a slight breeze and 53 degrees I sprinkled a friends ashes in the ocean off the Watch Hill Lighthouse.

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

Buck Mont NARI Education Day

Green Valley Country Club

Lafayette Hill, PA

November 10, 2016

<http://bucksmontnari.org/rbc2016>

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

Field Training Services

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