



# Field Training Services Newsletter

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

## *Tip of the Month*

Let's look at #2 of my 12 things that I think will make a remodeling company successful in production. The first was good estimating. The second is a Complete Binder. Whether you use a three ring binder, a folder, or the internet the need for good information remains

**Purpose:** Enough information to convey what the client bought to the production team from sales without long arduous discussions. In other words, a clear indication of what is in the job so that production has a clear direction.

**Issues:** In general the people that are good at selling are not good at detail. So in order to keep this from being too arduous and therefore frustrating it is important for the production team and the sales team to talk about what is needed, not just wanted, in the transfer. By production discussing what they need and and sales talking about how hard it is at times to get the info before job start, the whole process is enlightened and will lead to a better understanding. This understanding allows for greater dialogue instead of just judgement.

**Format:** In general people are using a binders or folders. It is a good idea to have a checklist on the front for the sales team to follow and then for production to use as a guide for acceptance. By doing this there is less chance items will be missed. The binder should also be broken up into sections for easy filing and access. If you are using a the internet with a system like Builder Trend, it is imperative that everyone "file" docs the same way. In a paper binder documents can be found by leafing through if someone mis-files in a computer it is much more difficult!

**Contents:** Here is a list of things that I think should be in the binder. However the best way to create this list is get the team together and brainstorm! Contract, scope of work, signed plans, permits, trade contractor quotes, schedule template, list of selection that are not made yet, let of special orders and their status, cut sheets for appliances and fixtures, list of neighborhood rules, blank Change Order forms, Job log forms, map to the site, list of trades and contact info, etc.

**Exceptions:** I recently worked with a company where the sales person, also the owner, was not getting all the details needed for the job on paper. It also looked like making it happen was not going to work. So accommodations needed to be made. In their case we decided that a job site walk through without the client but with production would help get the info to the team. The Project Manager would then flesh out the scope. It would still get done but was shifted to someone else. I think this should be the exception not the rule.



## *Personal News*

For those who tune in for the fishing news, September was a great month! I ended August with 121 lobsters on the plate, eaten with gusto. Sept added 15 more. I pulled the traps out on Sept 19th to end the season!

Now to fishing. I had two rather spectacular days for fishing. The first was Sept 12. A buddy of mine, that I did not even know liked to fish, and I went out top catch bait for next years lobster fishing. As some of you will remember I catch scup and freeze them so in the spring I can simply bring them out for bait. Well it turns out that catch limit this fall is 45 per person per day! And boy did we get into them. We bagged 80 that day and then used 10 to rebate the lobster traps. Not only did we catch that many but some were 14-16 inches long. Those we filleted and had for supper!

Then the fun started. As we were drifting along catching scup my buddy lost his rig on the bottom. No big deal just tie another one on. I handed him my pole while I tied on a new scup rig. About 1 minuet later his line starts burning out! thinking that we may have a blue fish or striper, and afraid of loosing all the line, I started the boat and chased it down. It fought for a bit and then we landed a fish I had never seen before. It turns out to be a Mackerel Tuna. 24" long with



Last lobster of 2015!



Mackerel Tuna

very red meat.

So if the tuna was not enough we found some spots for black sea bass. Some of you may remember that I complained that the size limit for bass is always 1/2" greater than than the ones I catch. It ended that day. They increased the size limit to 14" and we bagged 3, two that were about 16". We found that by baiting the hooks with the squid heads and not just the strips the bigger bass would hit.

As we were coming in we checked the lobster traps and re-baited them. In one of the traps was a 21" tautog! This is a fish that eats crabs and other shellfish and is better to eat than the sea bass. We ate seafood that night.

We went out again the next weekend,

Sept 19th. My buddies father in law wanted some scup and all we needed was an excuse! We landed 70 scup that day, two lobster, another tautog, and one black bass. After we pulled the traps out for the season we headed home. I hope to get one more day in but the weather is getting colder.

Next month: How long can the Fallers go without turning on the heat? (Right now it doesn't seem very long!)

## ***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 (401-348-96980 or Remodelers Advantage (301-490-5620/301-490-5620) 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**

### **Remodelers Advantage Community Meetings**

Oct 26-30, 2015

Dallas, TX

### **JLCLive in Portland, OR**

Dec 3-4, 21015

### **International Builders Show**

Las Vegas, NV

Jan 19-21, 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

401-348-9698

[www.leadcarpenter.com](http://www.leadcarpenter.com)