



Field Training Services Newsletter

"Improving the bottom line through production training."

Tip of the Month

Let's look at #11 of my 12 things that I think will make a remodeling company successful in production. The eleventh key is an effective job close out process. Many call this Zero Punch List others just call it impossible!

Definition: A close out of the job so that when the client walks the job there is no list and the end of the job is actually a positive experience for everyone.

It is possible. Just so you know companies all over the US are doing this. It may not be every job but consistently companies are hitting this mark!

The concept. For me this idea started when I bought a new car.

As we closed the deal the sales person walked me to the car and showed me what a great purchase I had made. He did not walk me to the car and say, "here is a role of blue tape, please mark everything that you want me to work on before you drive it away."

It starts with the sales process. Typically in the sales process the client is set up to expect a walk through where a list is made of items that they think need to be completed before they sign the last check. If it is not stated it is at least assumed or implied. So in the sales process the client has to be led to the expectation that when we walk through the job it will be to celebrate an amazing event! not find defects.

The next step is production performance.

1. Make lists as you go. List always help us not forget to complete a task.
2. Finish tasks as you go. Simple idea but it is amazing what gets left. Many things are simply unfinished tasks.
3. Carefully inspect work as you. Use checklists or at least cheat sheets to carefully inspect your work against the company standard. Even if you have been doing this for years we all go a little blind so a standard helps us focus.
4. Use a completion checklist. Most of us simply walk around a say "that looks good". Create a simple checklist of all the things that you get called on for punch out and be careful to check those things before the walk through.
5. Do preliminary client walks. The key here is to walk the job with the client a few weeks before the end, perhaps during a regular weekly meeting, and be making a list. Show them what you know that needs to be done. This will help them have confidence that you are watching out for them. Do this again the next week and show them how you are knocking things off the list.
6. Get several sets of eyes on the project and make lists. It is typical for the production manager or the owner to walk with the site manager but one of the latest things to hit is to have a different site manager walk through and make a list with the primary site manager. Peer review if you will.

Have a celebration! When it is time for the client to walk through set it up as "let's walk through and see what an amazing project you have created".

Next month: Job Debrief



Personal News

Welcome to October. The leaves are starting to fall and it looks like we will not be

able to avoid winter. But before that happens there is still some milestones and events in Sept to report on.

On Sept 9 as hurricane Herminie traveled up the coast and positioned herself off the New England coast a couple hundred miles I decided it was time for the lobster season to end for me. Between the heavy surf and my upcoming travel I would not be able to tend the traps properly. So out I go, looking for the lost traps and intent on pulling the others in for the winter. I ended up finding one of the lost ones but still ended two short for the year. However, I bagged 72 keepers at roughly 1.3 lbs per and with boat expenses they were 4.25 per pound!

On September 14-16 I had the great privilege to be in Naples FL visiting BIG Renovations. This is a company that works primarily in the big rises that adorn the beach front. But who cares about remodeling, this is about fishing! Jon Levy and I spent Friday with a guide hunting down some fish. And boy did we catch fish! I believe it is the first time I have caught fish where they hit as hard and took out so much line in an instant.

Much like my trip to Ft. Myers we had to hunt bait first. The key is live bait. So we ended up in one of the many canals just off the Gulf and very quickly bagged hundreds of small fish that became our bait. While in the canal we sidled up to some piers and seawalls and cast into them and hooked up some Mangrove Snapper and Snook. Not really keepers but fun. We then moved out into the Gulf to a couple wreck sites and bagged a few more Snapper and a Triple Tail. The triple tail is very much like a Black Sea Bass (and just as tasty!). Since we were not just nailing them out in the gulf we headed back up the inlet where we put in and ended up tying up just outside a boat slip that was empty. Then the fun began! We hooked up and landed and 32" Snook, Jack Revel, Tarpon, and believe it or not a nurse shark! We would cast up next to the sea wall and slowly pull the bait back through the water, then the fish would hit. And I mean hit! Taking out drag and trying their best to get away. As you can see the keepers did not! Jon and his wife were then gracious enough to have me over for supper, dining on nicely prepared fish. Consensus? The Mangrove Snapper was the best!

On Sept. 20th I passed another milestone in everyman's life, my car odometer turned over 200,000 miles! I remember when 100,000 was an amazing event.

And finally, for all of you that have



Me with a Tarpon!



Jon Levy with a snook!

had to repeat what you said to me or were tired of me turning my head and leaning in to hear with my right ear, I got hearing aids! I am getting used to them and they will require a bit of adjusting in the first few months but I can hear conversations in a noise restaurant as well as simply look at you and enjoy the conversation!

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

Lead Carpenter/Project Manager Training

Master Builder Association of King and Snohomish

Seattle WA Sept 26, 2016

Nov 3, 2016

Remodeling Show

Baltimore MD

Oct 5-7, 2016

Remodelers Advantage Summit

Kansas City, MO

Oct 26, 2016

Company Consult Follow Up

Kansas City MO

Oct 25, 2016

Kansas City NARI

Kansas City, MO

Oct 27, 2016

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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