



Field Training Services Newsletter

"Improving the bottom line through production training."

Tip of the Month

Let's look at #10 of my 12 things that I think will make a remodeling company successful in production. The tenth key is using Change Order successfully. Regardless of what you call changes to the project they either help you or hurt you!

Train everyone to identify changes. Everyone associated with a job has to be on the look out for anything that changes. The job manager or the helper can help make sure these things do not slip through the cracks.

What is a change order? Anything that is outside the agreed upon scope of work is a change and needs to be written up. This includes the items that will be done on a T&M basis. This includes the items that have a contract adjustment amount tied to them. This includes the items that will not cost anything for the client but are not included in the original contract documents. Everything!

The dollars and cent item are easy to understand. You need agreement on updated contract amounts the client will pay. The last item is less clear. Anything that changes can become a contested area later on, so even if it does not cost a CO is written. The original scope says the living room will be blue, the clients red, write a change. The sales person did promise something that did not make the contract and the company will honor that promise, write up a change. The written documents help keep there from being a conflict later on.

Include these item. A good change order needs to have many things in it. 1)The new scope of work as clearly as can be written and how it changes the original scope. 2)The additional cost of the change. 3)How that impacts the final amount of the contract. The final cost to client. 4)The time added to completion. 5)The new contract completion date. In many cases client do not add up the dollars or the days and see how that will impact their personal life. 6)How the payment will be made. 7) and of course signature lines.

Payments. It has become common practice to get the payment for the CO when it is signed. This is a very good idea as it allows the contractor to always be working with the clients money. Adding it into the percent left at the end of the job creates a problem of enlarging the final payment beyond what the client should be holding for those last little details.

Always get a signature. Weather it is electronic or pen to paper get them signed. For the pesky ones that have to be done that day, yes they are there, get the signature as soon as the client is available. I would say within 24 hours!

Next month: Effective Job Completion



Special Offer

Have you seen the new Field Training Services website yet?

LeadCarpenter.com is powered by [Blue Corona](http://BlueCorona.com), a small home-service focused online marketing company I had the pleasure of meeting in Chicago last year at the Remodeling Show & Deck Expo. The team at Blue Corona was able to take my laundry list of requests for what I *wished* my website could do and turn it into something I'm proud to share with all of you.

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For a limited time, Blue Corona is offering **\$2000 off** completely custom websites designed to help you meet your business goals. I couldn't have been happier with my experience with the Blue Corona team and wouldn't hesitate to refer them to any of my clients.

Personal News

Welcome to Sept! Sorry to have missed August newsletter but...! Ok, let's get it out right here. Lobster count is 68! I have pulled the traps 15 times this summer and it seems to be running out of steam. In July I landed 26 lobster, in August I have landed 9. And the last pull was 0 keepers. So I will give it a few more times and pull them out for good about Sept 12.

Now about life. I spent 3 wonderful weeks away on an island in Maine. My family owns a cottage on this island, Monhegan, so it is relatively inexpensive. The cottage was built in 1911 and is rather interesting for construction people. For example there are no door or window jambs but the doors and windows are hinged directly to the studs that form the



Inside the cottage

openings. Also the framing is not laid out 16"O.C. from one end but is laid out symmetrically from the center of the house in either direction. And the spans are totally outside of code for today but seem to work just fine!

So what did I do? Well I seems to have fished every day! The fishing was not as good as usual for many reasons. The first of which is that cod fishing was totally banned. They are trying to rebuild the cod stock in New England so the have restricted heavily the cod take even for recreational fishing. So they all had to go back. Also the mackerel were slow in getting to the island this year. Usually I am

able to land so many that we get sick of eating them. This year we seemed lucky to have a few. The most unusual thing was the day that I was fishing with a friend and he caught a small fish called a cunner. As he brought it to the surface it

was followed up by a 4 ft mako shark! The shark did not take the fish, which is a good thing, but it swam around the boat a few times and then leisurely swam off into the depths.

The sunsets seemed to be more spectacular than ever this year and it seems like every night there was a good one. The most spectacular was



One of many!.

the night the harbor turned purple while the sky was a brilliant red. It was something no one there had seen before and many of us have been watching sunsets there for 50 years!



Mackerel cooked just right!



View from dock towards Swim Beach!

Product Information

Comments from an On Site Visit

From a Field Carpenter: I wanted to thank you for the insights you provided us today. Above and beyond the scope of the company efficiency, you personally gave me a lot of insight and helped me see I need to view certain aspects of what I do differently. Although I am not in a management capacity within our current structure, your tutelage opened my eyes to areas I have become somewhat jaded. You helped me see that I can still contribute to overall growth. I truly thank you for that, as I was struggling to find my place in my newly set role.

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

Field Training Services

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www.leadcarpenter.com