

Putting the **Power** in Job Site Management

Large National Builder
David Best, Production Manager
Shea Homes
Colorado



Improve Quality

At Shea Homes (NAHB and Professional Builder 2002 National Housing Quality Award winner), Punch List™ is valued for the trail it leaves behind.

"The key to construction management for a production builder," says David Best, "is matching the pace of construction to market demand. Schedules have to be predictable and repeatable. Once you know how long it takes to build a house, you can adjust your pace of production to exactly meet market demand."

Best manages scheduling for about 40 superintendents at Shea Homes in Colorado. A couple of years ago he introduced Punch List™ to the 'backend' superintendents who take the house and its myriad of details from drywall to close. "I had been trying to get approval for Palm Pilots for the guys in the field because it was a good organizational tool," he says. "Punch List jived with that goal."

What he particularly values is the documentation - the paper trail - that Punch List™ creates. "Punch List makes it very easy to know if the trade contractor is completing work on time or not, and the data is retrievable," he says.

"The guy using Punch List can show that he and the contractor discussed an issue on a particular date. The construction industry is all about documentation. Without it you've got a 'he said, she said' situation."

With a run rate of more than 600 homes - up significantly from the previous year - Shea values managers whose productivity can improve still further. "You can tell that the Punch List user is more organized," Best says. "You may not see a difference in performance, but if I ask for information on this trade or that he can produce it a lot quicker. He'll have a record of 'I told you to fix it by this date and you didn't fix it.' On the trade side, most don't keep that good a record."

He also values Punch List™ for its speed and accuracy. "You can collect information in the field and then drop it into a document to send out. That helps from an information transfer standpoint, and it really reduces your paperwork time."

Shea won the 2002 National Housing Quality Award sponsored by Professional Builder and the NAHB Research Center. Punch List™, says Best, supports a quality focus. "The quality is in the concept of documenting information in the field that can be zapped quickly into a faxable - and readable - page that tells the subs everything they need to know."