

BUILDING A NEW TOMORROW



**BUILDING COMPONENT
MANUFACTURERS CONFERENCE**

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BUILDING A NEW TOMORROW

**Maximizing Design Time
While Minimizing Mistakes**

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**Ensuring your technicians
are doing what they are
trained to do**

- Design vs. Clerical
- Interruptions
- Information on Demand
- Strategic placement of office tools



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Design vs. Clerical

General Conditions

- Roof Material
- Loading
- Construction Type
- Pitch and Overhangs





Order Form

- Dates (Customer's and Sales)
- Job Identification (Customer, Subdivision, Lot, Unit, Job Number)
- Customer's Contact w/ number
- Design Criteria
 - Wind Zone, Roof/Floor Loading, Roof Finish Product, Storage types
 - Floor truss/joist depth/type, spacing
 - Overhang/Cantilever, Size, plumb/square
 - Exterior Wall Size, Finish (Brick, Stucco)
 - Adding Bearing

Management Input/Output

- Set up job folders and numbers
- Copying of Jobs
- Inputting items
 - Beams and Metal
- Batch Cutting
- Delivery Packages



Job Flow Chart

- Customer Places Order
- Sales reviews for completeness & fills out internal order form
- Clerical person inputs data
- Order to Design Department backlog
- Individual technician designs order
- Goes through Q.C. process
- Goes through engineering Q.C.
- Raised seals produced
- Delivered back to customer

Interruptions

- Phone Calls
 - Personal
 - Sales
 - Customer
- Walk in Conversations
 - Sales
 - Production
 - Management





Information on Demand

- Deliveries
- Plan Errors
- Loading Information

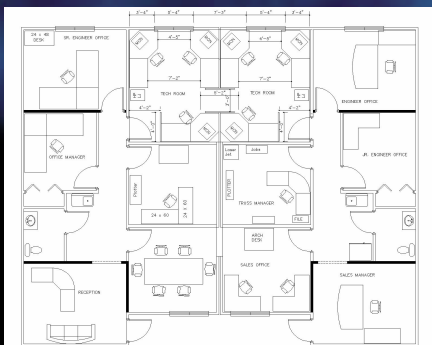


Strategic Placement of Office Tools

- Printer/ Plotters
- Job Folders
- Desk
- Phones (outgoing calls only)



Layout of Office



Managing Internal Relationships

Technician - Production

- Number of setups
- Odd Webs
- Clean Up of Joints
- Splicing



Technician - Production Relationships

- Monthly Meetings
- Have production mark specific problems
- Rotate Technicians out to production



Technician - Sales Relationships

- Non Emergencies
 - General Information
 - Expected Turnaround times
 - General Modifications
- Emergencies
 - Crane on the Job
 - Permitting Issues


Managing Back Logs

- Give Ownership
- Design based on projection
- Schedule per Customer Type
- Monitor Program Constantly




Giving Ownership

- Assign Individual Accounts
- Understanding Companies Commitments to Customer
- Track Technicians Performance Weekly



Designed Based on Projections

- Set up design team based on Customer Projections
- Example: Customer expects to Build 520 houses per year / 52 weeks in a year/ 10 houses per week



Designed Based on Projections

- Contract with Customer using expected output and turnaround based on their projections
- Negotiate with Customer during peak times



Schedule per Customer

- Quotes
- House Accounts (walk ins)
- Custom
- Track
- Commercial



Turnarounds Change Daily...

- Quotes \$10,000/day
- House Accounts \$10,000/day
- Custom \$10,000/day
- Track \$20,000/day
- Commercial \$500,000/ qtr

