

Group #3

Participants:

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IDEA

- **Positively impact the Major Project Process and increase the effectiveness of contractor performance while on the work site and following their departure. Shoddy work and work simply not getting done are areas that need significant improvement.**
- **The planning/design stage can be improved particularly as it relates to two way communications**
- **Reducing the cost of repairing errors made by contractors and developing a system where this hidden cost has visibility**
- **Campus standards also need attention**

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CURRENT STATE

- **The Major Projects Group and the Trades have a strained relationship**
- **Effective Communications though improving recently are still lacking between Major Projects and others in the Facilities Department**
- **The Trades are not always listened to and believe others often give the appearance of listening when in fact they are not actually listening**
- **When the trades are asked for input, the time they are given to respond is unrealistic and is, often times, already too late**
- **The Trades are frustrated because their feedback is not accepted and they have to clean up the mess made by the contractors**

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FUTURE STATE

- **Updated Spec List and thorough and efficient drawing review process is in place**
- **Contractors are held accountable for their performance against the Specs and Drawings with any variances being approved in writing by all appropriate parties**
- **An open system where the Trades; are in the know, can make observations (have a voice), where an effective investigation is done and action is taken, and where final feedback is given them**
- **A system that is less burdened by time constraints**

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SOLUTIONS (Short Term)

- **“Mend the Fences” between Major Projects and the Trades by meeting and discussing issues of mutual interest**
- **Set reoccurring meetings Pre/Post project initiation to include planning and drawing reviews**
- **Obtain the input requested from the HVAC, Plumbing, Electrical, Custodial and Grounds groups on Standards**
- **Agree on a future two way feedback process to include a way the Trades are Sentinels whose task is to watch, observe and report out on commitments made**

SOLUTIONS (Long Term)

- **Improve campus construction practices and construction materials standards**
- **Develop Warranty Work Evaluations with Accountabilities**

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TIME LINE

- **Late June; Group Meeting; prepare for a Meeting With Major Projects (MP)**
- **Mid July; Info Exchange Meeting with MP on mutual issues/concerns. This meeting to include upcoming projects in which the Trades can have input into the process**
- **Mid August; Group Meeting; analyze issues/concerns and prepare recommendations for our path forward**
- **Late August; A 2nd Meeting with MP to present and discuss short term recommendations for a better relationship and more productive work**
- **Sept – Nov; Hold additional meetings as necessary to agree on path(s) forward and begin implementation. Also discuss long term solutions**
- **December 2017: Progress Report on Solutions, Measures of Success and next steps for 2018**
- **May 2018; Report Out to Meeting Group on one year summary**