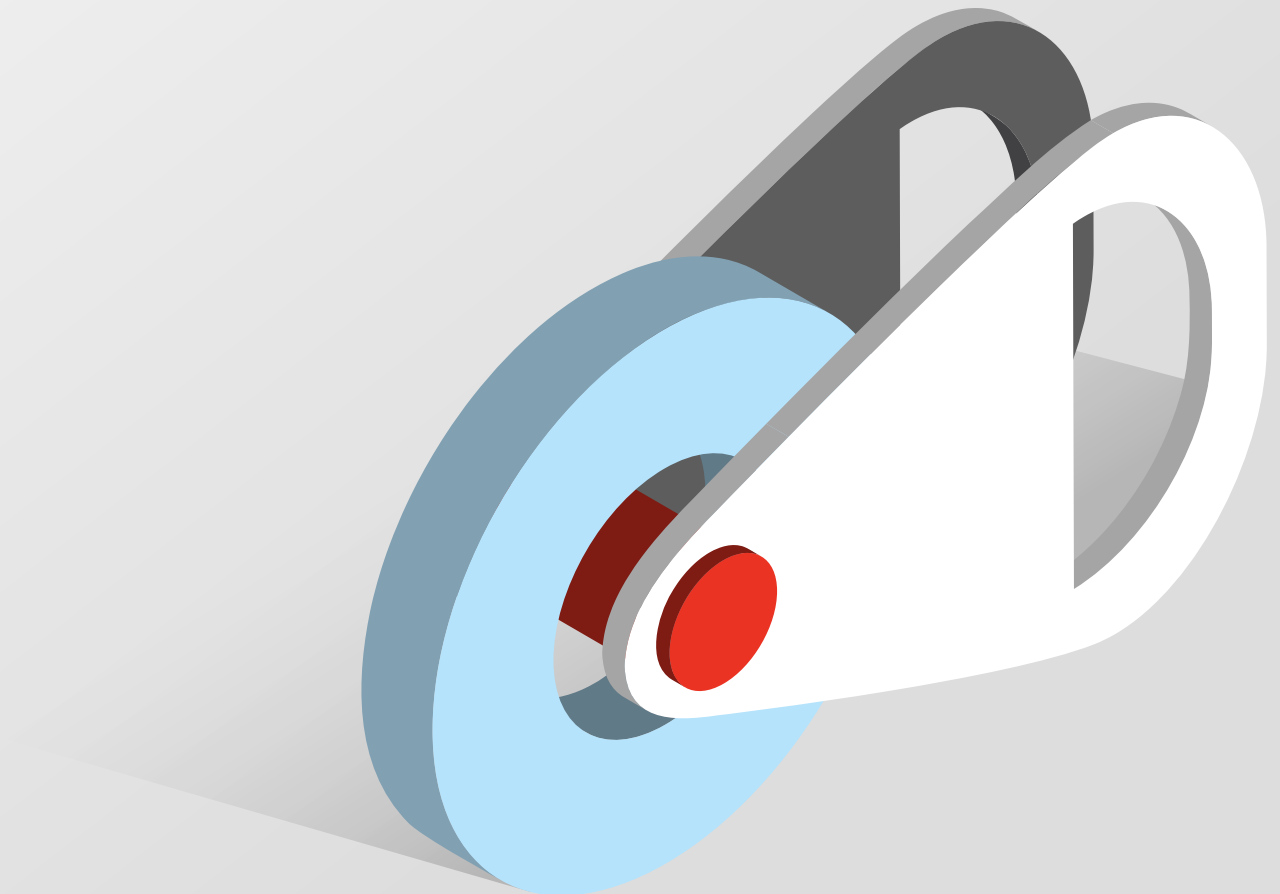




GUIDE

5 Steps to Timely & High-Quality Project Delivery

(and Reducing Rework)



Even without rework, managing quality assurance is one of the most challenging jobs in construction and engineering. When you need to ensure the highest quality installation, keep costs low and stick to your schedule, it can feel like a highwire-balancing act.

This is why, with so little room to maneuver, rework is a costly and painful undertaking. According to [industry research](#), rework accounts for up to 9% of a project's total cost and extends its schedule by almost 10%. Without a proactive plan in place before a job begins, you'll be sinking your time, money and energy into rework, the effects of which compound over time, decreasing overall customer satisfaction and impacting the future of your company.

Quality assurance doesn't have to be this way. By following these steps, you can prove your programs are both productive and efficient, delivering timely, high-quality projects within budget and keeping clients happy.





STEP **Identify barriers to quality installation**

01

The first proactive step to reduce rework is to identify all the barriers to quality installation before it begins. By stepping back to look at all the processes you use get a job done, it will help you see some of the obstacles that are often the root causes of rework: a lack of skilled, reliable labor on the ground; changes in the scope of work or regulations that are poorly communicated; a lack of information-sharing between workers, managers, owners and clients ; the wide spectrum of distracting and time-consuming processes like filling out paperwork, tracking down information and people, or organizing files and reports.

By examining in detail how you work, you're guaranteed to find processes that can be streamlined or replaced with ones that are more productive and efficient.

STEP 02 **Improve supervision and support**

By improving the supervision and support of workers on the ground, especially of subcontractors and new hires, you can make their jobs easier and safer, as well as see the gaps in their work that cause rework in the first place.

For example, to know exactly how their job needs to be done, workers need the most up-to-date documentation on best practices. And once work is underway, you need to track its progress and verify if things are done correctly; even better if it can be done digitally, letting you supervise remotely with real-time updates and value-adding information like photos.

“ By improving the supervision and support of workers on the ground, you can make their jobs easier and safer, as well as see the gaps in their work.

The key to improving your supervision and support is communication. You need to communicate seamlessly, across all your teams, without creating bottlenecks. And having tools where information can be updated and shared in real time ensures that everyone is supported and supervised in the best ways to reduce rework.

STEP 03 **Reduce remediation time**

No construction or engineering job is without unexpected problems that can slow work progress. But when you have a clear system in place to address these issues, you can react immediately, reduce the remediation time and get projects back on track before they slide into rework.

Again, fast and easy communication and information-sharing is key here. It needs to be easy for anyone on site to identify and record the details of a problem, and then quickly communicate it to quality managers. This should trigger the various steps to fix the problem, which should be communicated to the team, so everyone knows what worked and how to fix it next time.

“ It needs to be easy for anyone on site to identify and record the details of a problem, and then quickly communicate it to quality managers.

Not only can these processes help prevent future problems, but the faster you can do this, the faster your projects get completed, so you can move on to the next one without sacrificing quality or customer satisfaction — or your profit margins.

STEP 04 Make data-driven improvements

With current technologies, you can easily harness the power of data to make better decisions that improve workflow and reduce rework.

Using connected, cloud-based tools, you don't have to run around collecting information, data, or papers from different people in different places. All the installation data can be recorded and tracked so you can see real-time progress, identify obstacles before they slow you down and make decisions based on real data, not on what you think will work. And with the entire work history of a project in hand, you can spot recurring quality issues and reduce the rework on your next job, so that you're always improving your efficiency and productivity.

STEP **05** **Prove the efficacy of your quality programs**

Quality assurance managers don't just need support from below to get the job done with minimal rework; they need the support of leadership who have the power to get you the resources you need, now and in the future. And to win support from above, you need to prove the efficacy of your quality programs.

Having a proactive, data-rich quality program, means you can easily share all the documentation that effectively demonstrates you're able to deliver both quality and high productivity. This lets leadership see first-hand that your quality programs have the value and rigor to reduce rework and improve margins, laying the foundation for acquiring new customers.

Use innovative technology to reduce rework

A no-code mobile data collection and workflow automation platform like Fulcrum helps you build the proactive program you need to reduce rework and deliver high-quality projects on time.



With everything digitally documented and stored in one place — with no paper, no filing, no transcribing, no chasing after lost reports — everyone works from the same underlying data, all in real time, so you can easily identify and remediate problems. With Fulcrum, you can be notified by your team at the first sign of a problem; just as easily, you can update them at a moment's notice of any changes in the scope of work or regulation requirements.

And by being able to add photos, barcodes, and automatic geotagging to every record, you improve the speed and accuracy of information-sharing, so that you get full visibility into progress and can respond to problems as they come up. Fully mobile, Fulcrum lets you address these issues remotely, so you can focus on continually improving productivity and efficiency. Armed with the right data and tools, you now have the transparency and accountability to show exactly how your quality program is improving productivity and reducing costs.

When workflows are automated with Fulcrum, communication flourishes. When everyone is working from the same information on Fulcrum's user-friendly platform, potential problems always stay visible so they can be tackled immediately, saving you time and money and securing your business for the future.

 **Want to see how it works?**
[Start your free trial!](#)