

PTL 10 Production Preparation Tutorial

This is a departmental issue related to production as a department on one hand. Note this is a call to sales people as a department they need to be more or less vigorous depending on the production status. Most of all they need to have a tickler of over due submittals. Even partial submittal returns are better than none. This is a routine issue and should be a part of every day business. An orderly supply of information is an orderly production!

On the other hand as a customer there are several perspectives. Consider all the vendors and dimensions that are coordinated with the stone. It is easy to see why they try to make the stone fit to their vendors. The interaction really starts with what goes first. In other words what is already set and what is not. One example is standard windows. Like many things that are manufactured the windows have good records and proven consistency in their dimensional controls. Other crafts people might be building a gate to a spec of the customers choosing or worse by their own choosing. This creates a wait and see situation with the stone delayed waiting on confirmation. It is always best to work from drawings, why not work from the stone drawing first? With the drawings it is much easier to communicate with the other trades and vendors. Often this helps them with their own details which may not have been considered without seeing another vendors drawing.

Stone Subtitle Sign Off

Often waiting on another vendor is the wrong thing to do. Stone needs to have one of the longest lead times. Why not establish the stone as a reference to the contiguous vendors. That is to say allow the stone design to be the lead by which other vendors comply. The shop drawings make it easy and it gets the stone in production sooner meaning sooner delivery. Remember stone drawings first help insure timely delivery of more than just the stone.

Getting this framed in the customer's mind that it is going to cause a stink if we do not get this done now is important. The trouble it causes needs to be worry some enough to provoke actions. Make sure one thing is not holding up the majority, remember we have the ability to micro manage the sign offs if they come in one at a time or all at once. We need them returned ASAP under any circumstance the more lead time in production the better our profit margin. Keep the submittal returns in focus at all times. This is a very important aspect of project management and the number one reason we loose money year to year. It also has a detrimental effect on schedules. We get a reputation of delaying the project while the failure to return submittals on time causes us to looses the production we sold and keeps us from selling the same production time again later.

PTL 10 Production Preparation Tutorial

Timing	Type	By	Content	Appeal
2 day follow up	Call	JM	Did you receive? Do you have any questions? When will it be returned?	Timely returns will get your stone sooner.
1 week follow up	Call	JM	Questions? What can I do to help? Can anything be returned?	Need soon to make schedule
2 week follow up	Fax	JM or DM	Questions? What can I do to help? Can anything be returned?	Need soon to make schedule
4 week follow up	Fax	JM or DM	Questions? What can I do to help? Can anything be returned?	Schedule in trouble. Stone may be delayed.
6 week follow up	Call	JM or DM	Really need returns. What can I do to help? Can anything be returned?	Prelim schedule out of question. When available?
6 week follow up	Fax	JM or DM	Follows call same day. Summarize call. Can anything be returned?	Prelim schedule out of question. When available?

JM is Job Manager. DM is Drafting Manager.