

CPS: SOLUTIONS FOR CONNECTIVITY

"CONNECTIVITY REQUIRES PERSISTENT IDENTITY"

*A place for conversation and sharing
with the folks at
Computer Presentation Systems*

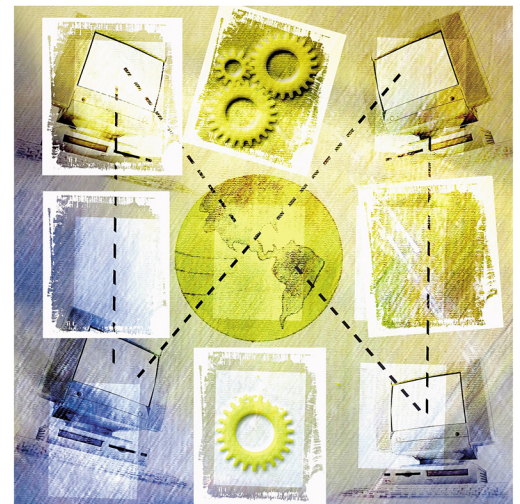


MORE ON TOUGHEST JOB IN HOMEBUILDING

Scott Sedam's had some really great articles recently in **Pro Builder**; they include discussions on the current trade shortage (as in skilled trade personnel) and 12 fallacies held by many home builders (such as Design Centers are always a source of profit).

His most recent article, *What's the Toughest Job in Home Building?*, is thought provoking as it reviews a typical builder's organization to develop a response. Everyone, it seems, thinks *their role is critical*: "If you don't have lots, you can't build and you can't sell (and, parenthetically, there's no need for a warranty department, either!)" or "If we don't get the money lined up, nothing happens. Dead in the water."

All of those arguments, of course, have some validity. And, suggests Sedam, it could well be the warranty/customer service group that has the toughest job. Generally, Sedam points out, this team gets little support and even less respect but has a significant impact on customer satisfaction. And, there's Facebook and all sorts of other social media outlets ready and waiting to hear about the things that went wrong!



***Toughest Job in a Builder's Organization?
Getting everyone on the same page!***

Sedam continues to run through the various builder departments: operations, purchasing/estimating, administrative support, even sales -- and for various reasons. Each department's argument, of course, has merit.

However, the most telling response might be the one from Eric Tiffin, *"The toughest job in home building is getting everyone on the same page."* Everyone in a builder's organization needs to have a single source of information -- and that is critical to getting everyone on the same page.

CPS' **FieldCollaborate** offers construction scheduling tools (including reporting) as well as a web **Portal** for internal staff and vendors. If anyone needs to know whether or not the flooring vendor completed the hardwood installation in Lot 26's kitchen, there's a single source to answer the question. Whether you're in the Accounting, Operations or the Sales Department -- or you're the flooring vendor -- there's one source for the answer. That process goes a long way to getting everyone on the same page!



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