



Stroud Homes E-learning - Subcontractor Induction program

Instructions

Watch the series of videos by James Stroud as he explains to Stroud Homes contractors the standards that are expected when you are working on site.

Once you've done that take the short quiz. You need to get all questions correct but you will be able to re-attempt the quiz as many times as you need. If you don't know an answer check back over the relevant video or read the course notes.

1. About Stroud Homes
 - a. Building homes in Queensland since 2005
 - b. When our sub-contractor team members visit our sites, they are representing Stroud Homes – My Company: I expect team members to conduct themselves the way that I would. That is what this training seminar is about.
 - c. If you win a sub-contract with Stroud Homes – it means we are sharing our customer with you and your team. We are interested in trade teams and suppliers value our customers and the opportunities customers bring.
2. Mission Statement
3. Our Goal at Stroud Homes: A company so good that we could write a book about it (and someone would buy the book!)

To achieve this goal, we want to have:

 - a. 25% of the market share
 - b. 90% customer happiness
 - c. Understand that we are looking to create a very professional team of trades and have specific requirements to help us achieve this.
 - d. I am interested in hearing your improvement suggestions. Your feedback is important.
 - e. Members of the Stroud Homes Sub-contractor team are committed to:
 - i. a constant process of improvement
 - ii. Becoming more and more professional at their work all the time
4. How, when and what to say to customers when they visit the site
 - a. Speak to politely and as briefly as possible to customers when they visit the site.
 - b. Customer/Subcontractor Conversations: Avoid in-depth conversations on any subject: customers tend to misunderstand or misconstrue much of what you say. You must take our word for this – we do all the customer contact work involved in building a house and in the past we have had to solve many problems arising from

customer/subcontractor conversations. This will no longer be a problem, now that you understand the situation. We will only use contractors who follow these recommendations.

Customer/subbie conversations erode the level of control we have over the job and over the customer's perception of the job – eventually costing you, the subcontractor, money and time.

- c. When you are approached by a customer on site:
 - i. Politely say hello and continue working
 - ii. Point out hazards and warn them to be aware and take care
 - iii. Report customer visits to the supervisor by SMS
- d. If a customer:
 - i. asks you about your work
 - ii. Asks you to do more work
 - iii. Asks you how much you are being paid
 - iv. Makes a negative comment
 - v. Makes a positive comment

Reply by asking the customer to contact their site supervisor to have their questions answered. You can mention that, to achieve customer happiness, they must speak to one and only one person, the supervisor.

- 5. Site Neatness: Our customer surveys have told us that site neatness is very important to them. In addition, maintaining site cleanliness is a subcontractor responsibility under Australia's safety laws.

To achieve site neatness, the Stroud Homes Subcontractor Teams follow these guidelines:

- a. On Stroud Homes sites rubbish is in one place only, the bin.
 - b. Lunch rubbish – put loose wrappers in a large cardboard box before placing in the mesh bin enclosure. This helps keep the rubbish from being spread by crows and wind.
 - c. Daily clean-ups Offcuts, sawdust, wrapping, and other leftover from work – must be cleaned up daily (for example: cleaning up only at the end of a 3 day process is not acceptable)
 - d. Rubbish placed to help work over mud spots – (colorbond iron, cardboard, plywood, timber planks) is placed in rubbish bin after completion of work
 - e. Final Stage work or Maintenance work (after final clean –bin gone): take your rubbish with you and dump at another site, workshop or home.
- 6. Signage: The signs posted on Stroud Homes sites are an important part of the sales process. Potential customers drive around after work and on the weekends and see our signs, prompting them to call us for a quote.

Because these signs help bring work for the team, Stroud Homes Subcontract team members always ensure the signage is upright and visible, and often re-erect signs if they've fallen, blown, or been knocked over.

These signs are always kept level and straight: our potential customers want to see that we can at least put up a sign correctly before buying their home from us!

7. Neighbours: Our customers have told us that good neighbour relations are important to them, and we are really the beginning of those relationships. You may only be there for a couple of days, but our customer has to live there for years. So with that in mind let's look at how we keep the neighbours happy :
 - a. Parking: When you arrive at a job, take a look around and choose a trouble free parking spot that will keep the neighbours happy by avoiding:
 - i. Blocking a driveway
 - ii. Tracking mud onto the roadway
 - iii. Breaking curb, gutter and footpath
 - iv. Crossing others property
 - v. Damaging landscaping
 - b. Stay on the block:
 - i. all work for a house must be strictly completed within the bounds of the block of land.
 - ii. Rubbish must stay on the block of land and in the bin
 - iii. Access tracks must be on the block of land
 - c. Keep the houses locked up after lockup stage
 - i. Unsecured houses increase the risk of theft and allow customers to access the house which can lead to a loss of control over the build
 - ii. Only open the minimum doors and windows needed for you to do your job
 - iii. If you open a door or window, close it
 - iv. If you are the last to leave the site make sure every door and window is securely locked
 - d. Swearing and Tanty's
 - i. We are a family company that builds homes for families. Language is clean at all times on Stroud Homes sites because our customers have told us they want the language to be clean.
 - ii. Even though building work can be frustrating and difficult, the Stroud Homes professional tradesman does not let it show. If you need to vent, do it in your vehicle with the doors shut.
 - e. Leave your dog at home – dogs are a source of neighbour complaints
8. Quality –
 - a. How good of a job does the Stroud Homes Professional Tradesman do?
 - i. We use the 2007 Guide to Building Standards as a tool to clarify. Just ask and we'll give you a copy
 - b. Some tips for how can a Stroud Homes professional tradesman can constantly improve his/her work?
 - i. Look professional – dress well, wash your ute and keep the tray tidy – all that stuff matters.
 - ii. Control your phone (don't let it control you).
 1. Have your lads switch it off except breaks
 2. Make rules: for example Take and return phone calls after 3pm

- iii. Stroud Homes uses an independent handover consultant to inspect each job. If items from your work appear on the list, you will be notified. These items need to be checked in the future to make sure they don't happen again.
- iv. Every trade should be using a checklist to do a final check on their work. We can work with your leading hands to write and photocopy basic checklist that can be used to improve the quality by catching defects.
- v. Have A3 plans! – our drawings are A3 size. You can't do a great job with poor plans.
 - 1. Buy an A3 printer.
 - 2. Stop at the office for plans.

9. Scheduling -

- a. Keep a diary. Book a date and lock it in. (get yourself a name in the industry for turning up – it will pay off for you)
- b. Answer your phone
- c. We don't use unreliable contractors because of what happens when a subcontractor doesn't turn up. Advance booking have to be changed – creates an opportunity for error ie forgetting to postpone one trade out of several. Creates massive issues for supervisors to deal with.
- d. The dutch auction – when it gets busy in the industry the new builders who pop up around the place love to come out with honeymoon rates – stick with us, look after us and we'll look after you when it slows down.
- e. Value of time to a customer- Why is build time important to home buyers-
 - i. Rent & interest on land
 - ii. If we could build homes quicker, more people could afford a new home
 - iii. Time the difference between affording a new home and not affording.
 - iv. What SH contractors do – book a date, turn up on the date, and finish as per the schedule. If they can't fit a job in they just say so – no hard feelings

10. Orders and Invoicing

- a. Attach orders to your invoice
- b. Invoice regularly
- c. Avoid extras: Ask for extras before a start
- d. Learn to Assess your substrate
 - i. What is a substrate?
 - ii. Don't start if you don't like the substrate.
- e. Become excellent at finishing your work to avoid payment delays, goes back to section 8 – managing quality

11. Safety

- a. Stroud Homes contractors work safe. They work with us to ensure work method statements , msds sheets and job safety analysis's are on hand at all times.
- b. Personal Protective Equipment is worn at all times so that we can all go home safe after a hard days work.

12. Aim for smooth operations: Imagine what it would be like if the following never happened:

- a. No Call backs

- b. No Finish and quality related Payment delays
- c. No complaints

How good will that be? Understand this – the Stroud Homes team wants this too. Work with us on great systems - yours and ours - and lets build the best building team Australia has ever seen. A team they will write a book about.