

SchedulePro – Issues

10/20/15

What is an Issue?

- Something that needs to be documented because it affects DUC, house costs or other vendors
- Notes should be used for punchlists; replaces text or email to vendors about loose ends

What does an Issue represent?

- Description of what actual happened, (i.e. Vendor did not show up, did not call)
- Created when the problem started, closed when the problem was resolved

Who can create Issues?

- Supervisor, PJM, PM, RPM can create or edit an issue.
- Vendors can comment and upload documents to issues.
- Vendor should comment when issues are addressed

Who gets notified of an issue?

- Everyone in the vendor's company with a profile will be emailed the issue
- New or Updated issues are sent to the vendor daily, User can choose to send it within 5 minutes of being created
- PJMs should receive an email when vendors leave comments.

How should PJMs manage their issues?

- Every day they should look at the open issues counter button. It shows how many issues are open with the oldest at the top.
- Ability to only look at the issues in their community

Open Issues

A = Author
V = Vendor

Timestamp and Age

ID	Task Category	Author	Vendor	Timestamp and Age	Notes
BLN-MR-0029	Stone	Michael Nivens	ENVIRONMENTAL MATERIALS	10/11/2015 4:38 PM (3 days)	material hasn't shown up on site yet Delivery. Pushed out by vendor...
BLN-GK-0193A	Fire Sprinkler - Final	Justin Phillips	TOWNHOUSE SPRINKLERS INC.	10/12/2015 12:50 AM (2 days)	no show
BLN-GK-0193B	Fire Sprinkler - Final	Justin Phillips	TOWNHOUSE SPRINKLERS INC.	10/12/2015 12:56 AM (2 days)	no show
BLN-GK-0193C	Plumb - Final	Justin Phillips	J. F. SOBIESKI	10/12/2015 12:58 AM (2 days)	no show

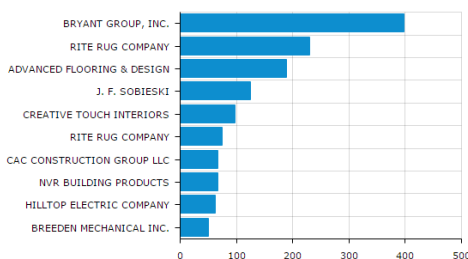
Means there is more details

Olds to newest

How should PMs/RPMs manage their issues?

- 1-2 times a week they should look at the open issues counter button
- Ability to only look at the issues in their communities
- Dashboard shows Vendor with the highest number of issues in the past 90 days based on your access

Top 10 Vendors by Issue Count, 90 Days

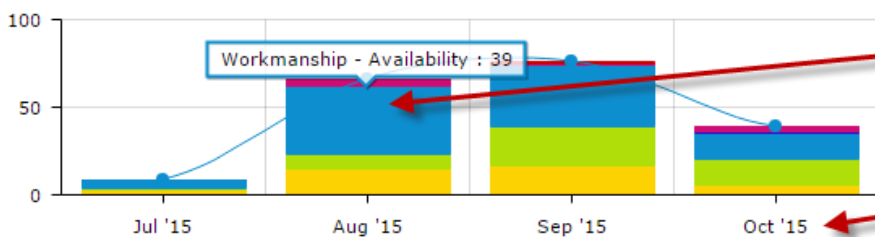


< Top 10 Vendors

ADVANCED FLOORING & DESIGN Issue Counts by Month by Category

Go To Details

Takes you to Issues Report



Cursor shows issue category

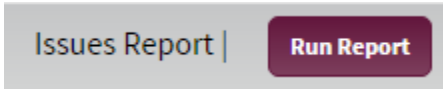
Shows breakdown by Month

Issue Report

- Click Reports, then Issues



- Click Run Report



- Select your Issue criteria

Enter Date Range (Issue Creation Date) X

Start Date: Oct 14 2.. End Date: Oct 14 2..

Date Range always defaults to current day

Select Divisions/Communities

Division(s) Select All Deselect All

- BLH
- BLN
- BLS
- BLW
- BUF

Communities(s) Select All Deselect All

- BLN - CL - COOL SPRINGS
- BLN - 9T - COSTING TOWNS
- BLN - MR - COTTAGES OF NORMANS CREEK SF
- BLN - MO - COTTAGES OF NORMANS CREEK TH
- BLN - ES - EAGLES REST

Pick which communities you want to search

Select Vendors

Vendor Name Add to Search

Select Vendors and/or Tasks at the same time

Select Tasks

Task Name Add to Search

You have selected the following vendors for your search:

All vendors have been selected.

You have selected the following tasks for your search:

All tasks have been selected.

- Sort Issues and export

- Division
- DCLU
- Task
- Vendor
- Category
- None

Sort Options



- Group By feature

Issues Report Run Report	Issues Report Run Report	Issues Report Run Report
Materials - Availability 42	ABC/BRADCO SUPPLY CORP 3	2nd Trim 7
Materials - Quality 6	ACCURATE INSULATION LLC 1	3rd Trim - Carpet Check 1
Mold 3	ALLIANCE GARAGE DOORS, INC 2	Borate Treatment 1
No Show 37	ALVARADOS MORALES LLC 3	Brick 4
Post Installation Damage 1	ARCHER EXTERIORS INC. 5	Brick Paver Driveway 1
Workmanship - Availability 148	BLAZEGUARD PARTNERS LLC 2	Cabinets 3
Workmanship - Quality 47	BRYANT GROUP, INC. 16	Carpet 5
	BUILDER SERVICES GROUP DBA 1	Ceramic Floors 11

Issue Breakdown

- Location should NOT be the DCLU but the location in or around the house
- Description should be short, professional and to the point
- You do not need to assign a vendor to an issue, but recommended

New Issue

Should not be DCLU

Adding vendor is optional



Status: Location: Vendor:

Category: **Pick the right category that fits the issue**

Issue Description

The front yard is missing the porch stakes, please let me know when they can be reinstalled

**Needs to be short
2 sentences or less
*Comments can be longer**

File	Date	Author
IMG_4214.JPG	10/16/2015	Sean Connaghan

Adding documents when possible adds value

- Issue Categories should be used inline with examples below

Category	Description	Example
Damage by Another Vendor	Vendor is assigned the issue to fix it, most likely will be an extra to NVR	Plumber needs to repair pipes damaged by electrician. Water Crock lid broke by concrete truck
Materials – Availability	Material was not delivered when expected/needed	Plant was not able to delivery lumber due to volume Plumbing material is on back order
Materails – Quality	Material is defective or not to SPEC	Hardwood flooring is defective, peeling Vanity tops have imperfections outside of tolerance
Mold	Mold is found in or around the house	During pre-drywall mold is found on trusses
Post Installation Damage	Vendor Damages someone else’s work	Cleaners scratch microwave during QAI reclean HVAC installers cut wrong floor joist
Workmanship – Availability	Vendor is unable to meet job schedule due to capacity, communicated to PJM prior to scheduled date	Framers are not able to start due to volume,# of crews, etc.
No Show	Vendor/Supplier does not show up on scheduled date, no call or call is on day of work	Vendor/Supplier does not notify PJM of inability to meet scheduled dates.
Workmanship - Quality	Vendor installed material not up to SPEC	Grout in bathroom is wrong color,size Drywall seams are still visible at touchup under Phase SPEC conditions.

- Comments/Documents can be added by all users (NVR and Vendor)
- Vendors should comment when Issue has been addressed
- Vendors should comment when issues are resolved and still open
- Users have the ability to send New Issues or updates in real time

Notify Vendor

The Vendor will receive daily notification at 3:30 EST.
Would you like to send a copy of the issue now?

Example

(No Show+Duration change)

- Vendor is scheduled to start work on Monday June 1st, at 12pm they call and say they can not come until tomorrow

Mon	Jun 1, 2015	Tue	Jun 2, 2015	Wed	Jun 3, 2015	Thu	Jun 4, 2015
Groundworks		Insp (Groundworks)		Electrical Conduit		Insp (Slab Prep)	
				Slab (House)			
				Slab (Garage)			
						Backfill	

- PJM creates issue and moves task (prompting on) till Tuesday June 2nd

Mon	Jun 1, 2015	Tue	Jun 2, 2015	Wed	Jun 3, 2015	Thu	Jun 4, 2015
		Groundworks		Insp (Groundworks)		Electrical Conduit	
						Slab (House)	
						Slab (Garage)	

- Vendor arrives on the 2nd PJM closes Issue, however vendor does not finish, so duration is extended (prompting on)

Mon	Jun 1, 2015	Tue	Jun 2, 2015	Wed	Jun 3, 2015	Thu	Jun 4, 2015
		Groundworks				Insp (Groundworks)	
		Vendor does not finish				Issue Closed	

- Vendor completes work on June 3rd, PJM confirms work is done and closes task

Mon	Jun 1, 2015	Tue	Jun 2, 2015	Wed	Jun 3, 2015	Thu	Jun 4, 2015
		Groundworks				Insp (Groundworks)	

Takeaways

- 1 Day was lost due to poor/no communication
- 1 Day was lost due to performance (smaller crew, late start, etc.)
- Work started on 2nd and finished on 3rd
- PJM confirmed work is complete