

A small home builder finishes an 18-house project one month early: Sales and customer service

CONSTRUCTION AND TRADES

SMALL

SALES AND CUSTOMER SERVICE

1 month

AHEAD OF SCHEDULE [1]

18

HOUSES IN THE PILOT [1]

PROBLEM

Unstable work flow and emergency requests for labor and materials put the original completion date at risk. The project team needed a clearer view of sequence, demand, and resource availability.

SOLUTION

The contractor applied lean production-system design, line-of-balance planning, and transparent work controls to an 18-house project. The plan made dependencies visible and helped the team coordinate work before shortages became urgent.

RESULT

The contractor completed the 18-house project one month before the original schedule. The paper also reports a large decrease in emergency resource requests but gives no count.

BUSINESS LENS

Porter: earlier completion increased the investor's time advantage without adding another project phase.

ASSUMPTIONS AND LIMITS

One project and one contractor. The source classifies the company as small-sized but gives no employee count. It gives no baseline schedule length or exact emergency-request count.

DEPARTMENT APPLICATION

SALES AND CUSTOMER SERVICE

Earlier completion let the investor offer units sooner.

Application analysis based on the cited source. It is not a separate measured result.

Prepared by Ocmulgee Business Process Solutions from the cited independent source. This is not an Ocmulgee client engagement or an original Ocmulgee result.

SOURCE [1]

Mota, Mota, and Alves, 2008. Implementing Lean Construction Concepts in a Residential Project. <https://iglc.net/Papers/Details/594>

Independently reviewed IGLC conference case | Size basis: The reviewed conference paper explicitly classifies the contractor as small-sized; headcount is not reported.