How to Gain Superintendent Involvement with your Quality Management Tool
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Learning Objectives
- Understand the challenge of changing the Superintendent use of a quality management tool.
- Know the best practices of rolling out the tool to Superintendents.
- Know the best benefits of the tool for Superintendents.
- Know the leaned lessons of the best field applications for a Superintendent.

Description
The Superintendent is historically the last technology implementer, whether we’re talking laptops, email, smartphones, or the now hot topic of quality management on iPads. Yet they are the management roles closest to the actual work in place. They are the people who know immediately what material is onsite, what work is in place, and what quality issues need to be addressed.

This discussion will explore the project site challenge of changing the field culture to using the Autodesk Field technology to document and manage their risk. As well as the Best Practices in rolling out to Superintendents and show the most immediate benefits to the Superintendents specifically.

Speaker Bio
Christina has been actively working in the general contractor world since 1998. She began her career in construction in the field, first as a bridge decking Carpenter (1993), and on to Field Engineer and Assistant Superintendent. Her Project Manager roles were spread equally in large high-rise/large industrial projects and in mid-range tenant improvement projects. Christina’s background is diverse, well rounded, and provides her with in-depth insight into the quality control process. As Regional Quality Director, Christina partners with her co-director to secure the corporate company quality processes, while also directly overseeing 7 of their division’s quality control managers and their project’s quality control plans and team implementation throughout the three phases of construction. She is the Quality department advocate with Autodesk 360 Field, Swinerton’s chosen quality management tool, and leads the corporate template management, as well as company user network and support.
Superintendent’s Opinion

Points discussed in the class are all based from an internal survey of Swinerton superintendents who are past the struggle of learning and are successfully using the Autodesk BIM 360 Field and Docs products. We’ll walk through many of the details in the survey (and detailed suggestions will be given), but the two most important findings are what superintendents see as the best benefit of the products and what they found to be the most effective methods of learning the tools.

Superintendents see as the best benefit:

**360 Docs**

1. Up to date plans and documents  24%
2. One source of truth  19%
3. Redlines/mark ups  16%
4. Organization  10%
5. External Team Communication
6. Project Folders (other documents)
7. Hyperlinks to RFIs
8. Internal Team Communication
9. Comparisons

**360 Field**

1. Issue Tracking  29%
2. Daily reports  21%
3. Punchlist  13%
4. Checklists  13%
5. Safety
6. Locations
7. External Team Communication
8. Project Documentation
9. Automatic reporting
10. Progress Photos

Superintendents see as the best method of training:

1. Trial & Error (self-taught)  33%
2. Hands on Field Training  29%
3. Office Training  22%
4. Videos  16%
Additional Reference Information

Survey Quotes –
What advice would you give to Superintendents who are avoiding the technology and/or having a difficult time learning it?

Grind thru it, get more continuous one on one training in the field.
I would tell them to keep working with the product. The more you use it, the easier it becomes. I would suggest having training classes on the new items. Like checklist, reporting.
Use it. It is a great resource.
Using the system over time will make you more comfortable.
Find a tech savvy team member to tutor you.
It’s a Great tool, even though it has a few challenges in the beginning. Once you understand the system, it is very friendly and beneficial to you and the entire team. It will save you lots of time.
Get with the times old man.....JK. It will only make you more efficient and able to do your job better.
If you’re too busy and see it as extra work, you need to look at 360 Field/Docs as the paradigm through which you see the project, not a separate task on your to-do list.
If you’re not the most tech-savvy, start small. Pick one thing you want to learn (I recommend issue logs), and just spend time using it and asking questions to the rest of your team/QC manager. I bugged mine multiple times a week and asked questions about the back-end access until I was able to learn enough to make the software work for me.

Learn these systems, because they are faster.

Get up to speed and it will improve communication and accuracy.

You are wasting sooooo much time. This program saves me hours a day.

Look around, evolution is inevitable. Believe it or not it will make your life easier.

Please take the time to engage in it, even if it’s an hour a day. It really makes your life easier.

Don’t knock it till you try it. Just do your best and ask questions and it will get easier the more you use it.

Ask for help!

If you are avoiding the technology, you are doing a disservice to yourself/the project team/ the company.

If nothing else, get the plans for reference. Track some issues and document the things that can cause issues later down the line.

This will make your life easier you can spend more time with your family and less working once you learn the system.