

Design Build Dwellings Total Quality System™ Table & Needs Evaluation

Intro

The methodology we at **Design Build Dwellings** have painstakingly developed over 25 years is named **Design Build Dwellings Total Quality System™ (DBDQSTM)**. Our way of doing business is fundamentally different than the common model of residential remodeling, which is typically known as the *Bidding Process*. Below is the *TQS Table and Needs Evaluation™*. This *Table and Needs Evaluation* is an educational tool; in addition it is also an invaluable tool to help you uncover what is important for your remodel project. You will learn:

- How to navigate successful remodeling by avoiding the pitfalls and mistakes common to the industry
- Why the typical *Bidding Process* usually prevents you from getting an exceptional remodel
- How to Identify the 5 areas of an exceptional remodel that will be important to you
- The standards to request of any design/ build firm you choose

How To Uncover What Is Important To You

Read each item in the "**Design Build Dwellings Total Quality System™ Table & Needs Evaluation**". Reflect on each item to identify how important that item would be for you. Go with your gut feel, because there is no wrong or right answer. Then circle your level of importance according to the following legend below

- 1= Don't Care About At All/ Irrelevant/ Unimportant
- 2= Important
- 3= Must Have/ Necessary/ Would regret not having this item

A Few Points On Filling This Out:

- We suggest you read each item and briefly reflect on if it is important, and how important. **Remember**, a lot of money, time, energy and the quality of your living space is on the line. This is unlike any other purchase you will make in your life.
- It is OK if only some items are very important, or that almost everything is unimportant. You need to still fill this out to help educate yourself on the essential areas of an exceptional remodel. Your new-found knowledge will be invaluable to you in deciding on the best design/build company to use.
- Our intent is not to be the bearer of bad news and we apologize if some of the content may seem negative, however we feel that a complete education of the remodeling process should alert you to the pitfalls and hazards that you could encounter along the way. In the end you will find that your new knowledge will give you the power to choose the positive path of an exceptional remodel.

DESIGN QUALITY	AREA OF CONCERN	BIDDING PROCESS	DESIGN BUILD DWELLINGS (DBD)	BENEFITS WITH DBD	IMPORTANCE
	Education	May or may not have	Certified Kitchen Designer (CKD)/ 25 years experience/ Training and experience to plan for production line efficiency, cost and mechanical installation unique to each individual project	Saves homeowner time, money and provides exceptional unique designs/ Protect long-term investments of homeowner	1.....2.....3
	Design Process	Cookie-cutter designs/ Architectural signature design lacks innovation/ Repetition of same design elements/ Just plain bad designs	Personality Design Inventory™ takes each individual nuance of personality, tastes, and desires to create a truly unique design which reflects those nuances	Design that homeowner loves and amazes others/ Design is unique to Homeowner	1.....2.....3
	Design Involvement	One time check-in with homeowner	Work with homeowner throughout design process so design nuances have the time to come to the surface	Able to uncover what only extended design involvement can uncover – homeowner’s true individuality	1.....2.....3
	Design Price	7-14% of total project cost	5-7% -- our costs are significantly lower because we are both a design & build firm where we do not duplicate overhead	Exceptional value	1.....2.....3
	Code Requirements & Construction Safety	Often miss code requirements and construction safety	Knowledge of code requirements and construction safety	Cost savings because we do not need costly design revisions / Safety/ Ethical Design & Building/ Save property and/or life someday	1.....2.....3
	Design Portfolio	May or may not have past experience to show	DBD Portfolio/ Will show homeowner jobs relevant to their projects	Confidence in design quality that matches own design ideas/ Do not have to guess if firm can handle your style of project	1.....2.....3
	Design Intention	Design to get job – cheap construction which often looks bad/ Design is compromised to meet unrealistic budgets/ Design for square footage but not value	Design for best value, quality and appeal	A design that ensures greater resale value/ Acquire a design that gives equal billing to function and form	1.....2.....3

BUILD QUALITY	AREA OF CONCERN	BIDDING PROCESS	DESIGN BUILD DWELLINGS (DBD)	BENEFITS WITH DBD	IMPORTANCE
	Project Costs	Out of control budgets, fluctuations & skyrocketing prices	<i>DBD Project Costs Guarantee™</i> up front and in writing – we pay for our rare mistakes	No cost surprises/ Peace of mind	1.....2.....3
	Completion Date	No one can or will guarantee project completion date/ Time over runs/ Builders overbooking/ Lack of follow through	<i>DBD Project Completion Date Guarantee™</i> or we pay you \$1,000 per week	Peace of mind knowing when your project is complete/ Able to rely on completion for planning purposes	1.....2.....3
	Construction Quality	Lack of quality/ cut corners/ substituting cheap materials	<i>5 Point ISO Quality of Standards™</i>	Measurable quality/ Appropriate but not cheap materials	1.....2.....3
	Building Efficiency	Inefficient/ Average completion date from 50% - 100% time overruns	High efficiency	Projects take less time	1.....2.....3
	Budget & Pricing Integrity	Integrity based on size of your wallet	Integrity based on internal standards and research	Don't overpay/ Fairness/ High quality of your project/ Don't end up with disappointing low quality construction	1.....2.....3
	Pricing Calculation	Just to get the job/ Details figured out later	Based on full knowledge and research of existing structure and conditions	Make calm rational decisions before construction begins versus being forced to make irrational emotional decisions when you are backed into a corner with your home torn apart/ You are making a good decision up-front versus making a bad decision from a mistake	1.....2.....3
	Referrals	May not have or irrelevant to your project	Have many referrals particular to your project	Confidence in quality/ Ensure build quality	1.....2.....3
	Line Item Pricing	Rarely have because do not want to be held accountable/ Go with lump sum pricing to include many contingencies for their lack of research	<i>Full Line Item Pricing™</i> which gives a detailed breakdown of item pricing	Able to know where all money is going/ able to mix and match items to maximize design choice and value	1.....2.....3
	Selected Item Representation	They do not feel it is important or even know it is an option – it takes too much time and wastes money for they bid out many projects hoping to get a job	<i>Selected Item Representation™</i> Which gives a digital representation of items where obtainable that will go into your home	Confidence and peace of mind knowing with a visual representation showing homeowner design elements before it is already in their home	1.....2.....3
Definition of Quality	Rarely have/ Don't want to be held accountable	<i>Definition of Quality Pamphlet™</i> where quality is defined	Ensures we are on the same page, so homeowner expectations are defined for all parties	1.....2.....3	

REMODEL EXPERIENCE	AREA OF CONCERN	BIDDING PROCESS	DESIGN BUILD DWELLINGS (DBD)	BENEFITS WITH DBD	IMPORTANCE
	Education	Lack of educating homeowners/ Lack of preparing the homeowner	<i>How To Protect Your Remodeling Investment Guide/</i> Remodeling Average Cost Report/ Seminars/ Newsletter/ Numerous other educational pieces	Educated decisions/ Prepared/ Few costly changes/ Great experience!	1.....2.....3
	Schedule Process & Order of Work	Lack of proper scheduling and follow through/ Never-ending construction delays/ Inefficiency/ Nightmare of being out of house way past the promised completion date/ Constant disruptions	<i>Project Timeline™</i> that details the start and end times needed for each phase of construction	Show up on time/ You can plan your life around our dependable schedules	1.....2.....3
	Communication	Not knowing who to call/ Not being able to reach someone/ Un-timely response time	Single point of contact for all your communication needs	Easy to reach DBD/ Know who to call, when to call, and get timely responses	1.....2.....3
	Construction Efficiency	Change the construction direction because of poor planning, design, and construction delays	Follow a critical path to efficiency/ Minimal construction delays/	Shorter construction time – enjoy your new remodel sooner	1.....2.....3
	Security	People you don't know coming in and out/ Leaving home exposed to the elements	<i>Pledge of Respect™</i> that ensures security daily	Elements do not damage property/ Better security	1.....2.....3
	Worker Quality	Obnoxious behavior/ shoddy workmanship/ smoke/ feel alienated in own home	<i>Pledge of Respect™</i> that ensures high quality of workers' behavior and integrity	Peace of mind knowing that worker's will respect your home/ More enjoyable experience of the construction process	1.....2.....3
	Risk Management	Damage, theft and liens on property	DBD and all subs go through insurance and licensing verification/ Subs sign lien waivers	Damage is covered/ Possibility of theft is minimized/ Liens eliminated	1.....2.....3
	Onsite Assistance	Lack of onsite assistance/ Not knowing where to go to address concerns	<i>Lead Man System</i> that gives a single point of contact	Know who to go to/ Timely response/ Peace of mind knowing how to get help when needed	1.....2.....3
	Project Completion Assistance	Lack of help after the job is done/ Lack of supporting materials/ Lack of check-ups/ End of project lingers on ...	<i>DBD Project Completion Packet™</i> and <i>Home Care Guide™</i> / Warranties/ 3 check-ups and definition of completion parameters and dates	Highly satisfied/ Happy/ Achieved your end product/ If anything is not right, then have an easy way to correct it/ Know where to go if other needs arise	1.....2.....3
Overall Experience	Overall experience is bad to horrible	Clients ask, "Why doesn't everyone do business like you?" Over 90% of our client's say, "You met and exceeded all of my expectations"/	EXCEPTIONAL EXPERIENCE	1.....2.....3	

	AREA OF CONCERN	BIDDING PROCESS	DESIGN BUILD DWELLINGS (DBD)	BENEFITS WITH DBD	IMPORTANCE
ACCOUNT-ABILITIES	Agreements	Vague contracts/ Poorly defined scope of work/ Incomplete plans and specifications	<i>Selected Item Representation™</i> and <i>Definition of Quality Pamphlet™</i> which defines expectations of quality/ Clear contract and defined scope of work/ Complete plans, specifications/	From start to finish homeowner knows exactly what is happening and when	1.....2.....3
	Accountability	Who does what by when undefined/ Lack of responsibility	Many documents that ensure responsibilities are defined for all aspects of homeowner's remodel project	Little left to chance so minimal disruptions, disappointments and problems	1.....2.....3
	Expectations	Unmet expectations/ High dissatisfaction with many aspects of remodel project	Our accountabilities are clearly spelled out in our easy to follow documentation	Expectations met and often exceeded with high homeowner satisfaction	1.....2.....3

	AREA OF CONCERN	BIDDING PROCESS	DESIGN BUILD DWELLINGS (DBD)	BENEFITS WITH DBD	IMPORTANCE
FINANCE SUPPORT	Banking Process	Banks don't respect timeline for needed inspections/ Lack of financing support, which delays start times and extends completion times/ Disappointed with banks not supporting your dream remodel project	DBD has established a great working relationship with loan consultants that specialize in residential remodeling projects AND our unique way of doing business	No financing delays/ Respect for building timelines/ Shorter build times	1.....2.....3
	Loan Product Options	Only have access to certain loan products/ Waste time & money	DBD works with a loan consultant so you have access to all loan product options	Secure a loan where you may not be able to/ Get the right loan product to fit your needs/ Options to possibly afford more in your remodel	1.....2.....3
	Finance Timing	Financing takes too long/ Obtaining financing too late in the process	Correct finance timing through loan consultant that specializes in construction to permanent finance projects	Financing takes a much shorter time/ A smooth transition from the design phase to construction phase	1.....2.....3
	Knowing Your Buying Power	Unknown	Correct timing of using finance support to ascertain buying power	Know how far homeowner's remodeling dollar will go	1.....2.....3
	Appraisal Amount	Try to apply new construction costs to a remodel project	Work with educated financial institutions that understand remodeling has its unique needs	Project approval and appraisal will reflect the uniqueness of the remodel and confers added value and status	1.....2.....3
	5% Contingency	Banks expect firms in the bidding process to underbid and assume they will go over budget so banks add 5% contingency to cover this cost	We guarantee project costs and eat any over-runs	Get all of your 5% contingency monies back	1.....2.....3
	Making Payments	You have to take time to track and make payments	DBD works behind the scenes to track and make the payments through the loan consultant	Save time and the hassle of making payments/ Prevent construction delays	1.....2.....3