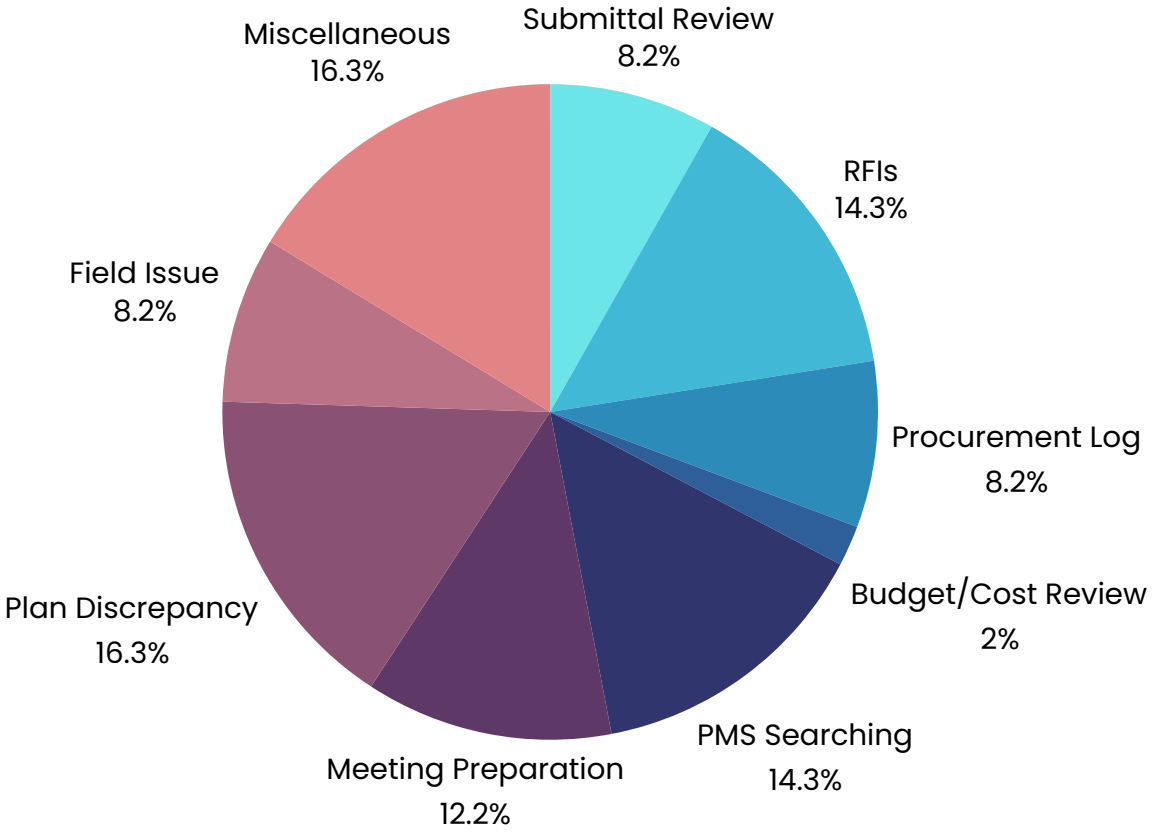
Top Insights Trunk Tools Discovered Shadowing a Large Boston Tenant Improvement Project

Introduction

Trunk Tools spent 5 weeks shadowing a large tenant improvement (TI) office project in downtown Boston to find the biggest pain points for construction superintendents, project managers, and project engineers. Through 20+ hours of project shadowing, we gathered valuable insights including the breakdown of pain points and frustrations, challenges in different workflows, and areas for improvement. Download the full report for the top takeaways from our experience.

Key Insights from Task Distribution

The first major takeaway is measuring the distribution of tasks when asked about the most painful or frustrating part of the day. We observed that teams noted nine primary tasks (n=49), with the largest four time-consuming tasks: finding discrepancies in plans (16.3%), miscellaneous/administrative (16.3%), PMS Searching (14.3%), and creating/ managing RFIs (14.3%).



Challenges Identified

1. Inefficiencies in Information Synthesis
Team members frequently found themselves navigating between various platforms such as Procore, CMIC, and Touchplan to gather necessary information. This process was not only time-consuming but also prone to errors, emphasizing the need for a tool that can consolidate information from multiple sources efficiently.

2. Manual Processes in Meeting Preparation
Preparing for OAC (Owner-Architect-Contractor) and Foreman meetings involved manually compiling lists of overdue RFIs and updating agendas. These repetitive tasks took up considerable time and could benefit from automation to save time and reduce the likelihood of human error.

3. Frequent Task Switching
Frequent task switching due to difficulty in finding information or dealing with information asymmetries was a common issue. This not only disrupted workflow but also reduced productivity.

4. Administrative Burden
A significant amount of time was spent on miscellaneous administrative tasks, such as PMS searching and general office duties. These tasks, while necessary, detracted from more strategic activities. By implementing tools that automate these processes, teams can focus on higher-value tasks, improving overall project outcomes.

5. Addressing Plan Discrepancies
Plan discrepancies accounted for a significant portion of time spent by the team. Resolving these discrepancies required thorough document searches and coordination, highlighting the need for tools that can quickly identify and address discrepancies to avoid delays and rework.

6. Challenges in Submittal Reviews
Submittal reviews were identified as a particularly challenging task. Project managers and engineers often struggled to locate the correct documents within large files, making the process time-consuming and cumbersome. This inefficiency increased the risk of errors and omissions, indicating a need for a more streamlined document retrieval system.

7. Time Spent on Procurement Support
Setting up and maintaining procurement logs required continuous updates and significant effort. This task, while crucial, diverted time and resources from other critical activities.

How Trunk Tools Can Help

Information Synthesis: Trunk Tools can play a pivotal role in consolidating information from various sources. By integrating platforms such as Procore, CMIC, and Touchplan, Trunk Tools can provide a single interface where all relevant data is accessible. This eliminates the need for team members to switch between different systems, reducing the time spent on data retrieval and minimizing errors. With features that allow users to quickly search and filter information based on specific criteria, Trunk Tools can ensure that all necessary details are at the fingertips of project managers and engineers, streamlining the workflow and improving decision-making processes

Automating Manual Processes: One of the core benefits of Trunk Tools is its ability to automate repetitive tasks. For example, preparing meeting agendas

and compiling lists of overdue RFIs can be automated, saving significant time and reducing the likelihood of human error. Trunk Tools can also automate the maintenance of procurement logs, ensuring that they are always up-to-date without requiring continuous manual input. By automating these processes, Trunk Tools frees up valuable time for team members, allowing them to focus on more strategic and critical aspects of the project, ultimately enhancing productivity and project outcomes.

Conclusion

Trunk Tools spent five weeks on a construction site and gathered valuable insights including the breakdown of pain points and frustrations, challenges in different workflows, and areas for improvement. By automating repetitive tasks, consolidating critical information, and enhancing overall task efficiency, Trunk Tools empowers construction teams to work smarter and more effectively. To learn more about how Trunk Tools can help your construction project team, please visit our website.