

RYLAND HOMES CASE STUDY

Critical Issue

Ryland Homes, one of the nation's largest home builders was searching for ways to more efficiently build houses due to the growing pressure of time constraints on their builders related to EPA and other administrative activities.

One of the Reasons

Supervisors estimated they spent approximately 20-25 hours per house scheduling inspections or tracking down inspection results.

Situation

In Charlotte, NC, Ryland Homes, constructs homes in multiple jurisdictions, each jurisdiction maintaining their own process for handling inspections. In Mecklenburg County, Ryland's builders would call an automated phone system to schedule their inspections and then either call the same automated phone system or travel to the job site to determine the inspection results. Builders working in Cabarrus County would have to call a separate number and speak to a county clerk to schedule any inspections. These calls could only be made between the hours of 8 a.m. to 5 p.m. and often times, inspection requests were lost. Both of these situations slowed down their building processes by 1) limiting inspection scheduling to specific timeframes, 2) losing construction days due to inspection requests being lost, 3) dealing with the cumbersome process of multiple jurisdictions, and 4) having to track down inspection results on numerous projects before moving to the next phase of construction.

We Provided

In 2001, Ryland Homes began using Mobile CONTRACTOR™ to schedule inspections, receive inspection result notifications, and check the status of projects. With this service:

- Builders use their internet connections on their mobile phones to schedule inspections anytime, anywhere;
- Builders receive immediate confirmation of inspection dates, removing any concern about lost inspections;
- Builders use the same, easy-to-use tool to schedule and manage inspections for multiple jurisdictions;
- Builders receive an instant alert to their mobile phones when the inspection was completed - letting them know all the details.

Result

Supervisors tell us that using the Mobile CONTRACTOR™ system has reduced the amount of time they spend on inspections by 65% (a reduction from 20-25 hours to 8 hours). With this service, they no longer wait on hold to get in touch with a clerk for the county or wait to go back to the office to process multiple inspection requests over the phone. They have the assurance of knowing that when an inspection request is entered, it will be scheduled. And finally, with immediate inspection results alerting the Supervisor, they are able to move to the next phase of construction - quicker than ever before.