

PROJECT SUMMARY



Restroom Remodels – The Home Depot

The Project

The Home Depot hired QPM to conduct scope assessments at over 620 locations over the last four years. Each project included one-for-one change out of all fixtures/partitions and flooring in all interior restrooms (Men's, Women's and Family). Remodel also includes new paint, lighting and wall coverings in all restrooms, the restroom vestibule and janitorial closet.

The QPM Solution

QPM scheduled and managed the work with minimal impact to store operations, conducted quality control visits throughout, developed punch lists and provided close out documentation for each project.

By evaluating the program nationally (as opposed to regionally, as it had been previously managed), QPM was able to establish Best Management Practices (BMP's) to be included in the national specs and shared among contractors (for example, full tile remodels can be completed & reopened to the public within 12 days). QPM also streamlined the material order process with The Home Depot's Furnished by Owner (FBO) vendor to improve quality of services being received (e.g. consolidation of materials, tracking of deliveries, minimizing back orders, etc).

Results

As a result of QPM's methodology, over 620 locations were successful upgraded – to consistent, national standards throughout the chain. QPM also solved the issue of regional differences and inefficiencies apparent when the client had previously elected to conduct remodels in-house.

More Information

For photographs of this project, as well as many more examples of QPM's experience with projects like yours, visit www.qpmlc.com and click on "Projects".