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Tips for Success: Open Store Remodels

Is your company holding off on new-build projects in favor of open store remodels this year? If so, you're not alone. Open store remodels cost significantly less than new builds, and allow you to minimize the store revenue losses normally associated with construction – both major benefits to companies taking a more conservative approach in 2009.

If you're planning an open store remodel project, consider outsourcing your program management needs to QPM. We're on track to complete around 2,500 of these projects this year alone – giving us the experience and knowledge to help make your project more efficient. [Learn more about open store remodels with QPM.](#)

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7 Questions to Ask About your Site Surveys

With more and more capital dollars allocated toward upgrading existing properties rather than investing in new builds, site surveys have become more important than ever – but they also come in all shapes and sizes, including:

- Parking lots (to assess maintenance needs on regular basis)
- Exit signs (to comply with federal regulations)
- Branding (to confirm consistency)
- Newly acquired sites (in advance of rebranding)
- Routine comprehensive assessments (lighting, paint, HVAC, ADA, existing conditions, etc.)
- Roof and equipment surveys

But site surveys like these can represent a substantial financial commitment. So before you commit to a project, ask yourself – and your survey company – these seven questions to ensure success:

1. **What's your objective?** Knowing what you want to achieve will help you find the right resources – and ensure everyone is working toward the same goal.
2. **What skill set does your survey need?** Many companies default to architects to perform their surveys – but this can be the most expensive and least flexible option. No matter what type of survey you need, know that expert knowledge is key to success – especially for quick-turnaround projects.
3. **Who will collect the data?** Should the same team that will execute on your results also perform the survey? While this arrangement makes sense for ensuring your team has in-depth site knowledge, it could lead to a bias in the information they report. A true third-party will offer a more impartial view.
4. **What is your survey process?** An objective process – with objective criteria – helps ensure all survey personnel evaluate sites the same way, including in their quality statements, photos and time bounds.
5. **What pricing model makes sense for you?** "Lump-sum" pricing works best for budgeting and efficiency because it promises the same price for each site. Other alternatives, such as time and materials or cost and travel, can make budgeting more difficult.
6. **How will the results data be managed and stored?** We recommend a web-based management system that doesn't just upload and store documents, but is also customized to offer "live" data. This will allow you to update and modify data without conducting a whole new survey, and lets multiple parties contribute to the same survey report.
7. **What's the frequency?** Consider how often you'll need site survey data – the more accurately you plan for this now, the more efficient your program will be in the long run.

Need a hand determining what's right for you? QPM can help. We offer complete site survey services for a wide range of industries and site needs. [Visit our site survey page for details](#) and to see survey projects we've done.

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Employee Profile: Michael Anderson, PMP



This month's spotlight is on Senior Project Manager Michael Anderson – a true asset to the QPM team.

Michael not only manages projects, vendors, contractors and clients in regions from coast to coast, but his team has also successfully executed more than 1,000 projects for The Home Depot.

What drives Michael's success? It all starts with a business-oriented method – an approach he learned early in his career, when he worked in software management and sales. This background gives Michael an understanding of companies' inner workings, as well as the importance of stakeholder involvement and customer service.

Armed with this knowledge, Michael understands not just his clients' construction projects, but their business needs as well – making him an invaluable "big-picture" thinker who excels at needs analysis and process improvement.

Michael earned his Project Management Professional Certificate in May 2009 and has experience with remodels, reimagining, prototype projects and software rollouts/implementations. If you'd like to put expertise like Michael to work for your team, [learn more about working with QPM.](#)

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Featured Project

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Jack in the Box
Interior Remodels

Fast-food chain Jack in the Box needed to bring 350 restaurants across the country up to current brand standards and ADA requirements. With each region requiring different schedules and many stores remaining open during the remodel, the project faced major challenges.

See how QPM came to the rescue, successfully managing all 350 store remodels without Jack in the Box needing additional internal staff. [Read the complete project brief.](#)



Reader Contest

Winner: Matt Mains of US Bank

Congratulations, Matt – you'll take home two round-trip tickets on Southwest Airlines to anywhere in the United States.

Thanks to all the companies reading the QPM Perspective, including:

- Verizon Wireless
- Skillssoft
- Progressive Insurance
- Jack in the Box
- The Home Depot
- Penske Automotive
- PetSmart
- Belk
- Wachovia
- Dollar General

Events

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09.10.09
Retail Retreat
White Sulphur Springs, WV

09.13.09
The Bank Facilities Forum
San Antonio, TX

09.20.09
2009 HealthCare Facilities Summit
La Quinta, CA