



Performance Measures that Set Cicero's Development Corp. Apart from Other Contractors



Cicero's Development Corp.

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"Performance measures will prove imperative for the successful completion of your renovation, although on the surface it may be difficult to put a price tag on them."

PERFORMANCE MEASURES THAT SET CICERO'S DEVELOPMENT CORP. APART FROM OTHER CONTACTORS

When selecting renovation contractors, many property owners' and managers' decisions are based solely on the bottom line. In short, the lowest price bidder wins.

Other owners and managers, however, carefully consider the intricacies of their project's scope and can assess the confidence they have in a contractor that the renovation can be finished on-time and on-budget by other means. What these owners appreciate that others don't are the many value-added, non-financial advantages that a talented contractor brings to the project. These critical advantages or "performance measures" are what set Cicero's Development Corp. apart from other general contractors, and has so for nearly five decades of construction excellence.

Here is a list of Performance Measures where Cicero's scores high:

1. Business disruption avoidance

Business disruption avoidance refers to Cicero's ability to identify and categorize possible risks early on that could throw the project off schedule, resulting in cost overruns and guest dissatisfaction. Cicero's is able to draw up a detailed Risk Management Plan where the list of potential risks are identified. Each individual risk is assigned a percentage of likelihood of happening, such as high, medium or low risk. At that point, we take any potential high-risk item and create a "what if" scenario including a work-around plan. Cicero's employees monitor this Risk Management Plan daily with specific guidelines as to where and when to alert the entire project team, including the owner/property manager, should that particular risk occur. Cicero's Risk Management Plan greatly minimizes costly overruns and change orders.

2. Bidder qualification

The success of a project greatly relies upon the general contractor's vetting of suppliers and subcontractors. Cicero's recognizes that it is our responsibility to ensure that suppliers and subcontractors alike have the same sense of value and dedication to the completion of a project as the contractor in charge. Professionalism, safety, good skill sets and communication, access to the right materials and supplies as well as respect for the owner, are all very important attributes when selections are made. Another key area of prequalification scrutiny is a subcontractor's financial data.

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We ask for particular details like annual contract volume, sales and net worth, or may request full financial statements. Another essential prequalification item is safety management history. Cicero's requires that a sub's workers compensation experience modifier be 1.0 or lower, confirming that its loss experience has been on par with others. We also ask for Occupational Safety & Health Administration data such as illness/injury rates and lost workdays, along with information about a sub's own safety management programs and procedures. Work history, of course, is important, such as the type of work done, jobs completed or in progress and disputes over previous work. Cicero's also looks at its subcontractors' schedules of upcoming jobs to be sure they are not overextended.

3. Long-term subcontractor relationships

Subcontractors are valued partners to Cicero's. Our ability to maintain long-term relationships with subcontractors provides a value-added proposition to your project by building efficiencies, increasing quality, as well as upholding a high level of trust. In addition, maintaining a deep bench of subcontractors helps Cicero's keep the bid process open and transparent, and makes overall pricing more competitive.

4. Cleanliness of jobsite

There is no getting around it – renovations are messy. Cicero's team is skilled in their craft, as well as *organized, clean and professional* which helps ensure an overall positive renovation experience. Here's why:

- A clean jobsite is an efficient jobsite. A site in good order and clear of debris encourages workers to complete tasks faster with improved quality. Also, because commercial renovations are very detail oriented, it can be easy to lose track of tasks and items if the site is a mess.
- A clean jobsite is a safer jobsite. The most cited OSHA safety infraction is called 'housekeeping.' It's a very common infraction because people who tend to leave a mess have a higher chance of tripping or slipping. Messy job-sites clearly cause accidents, especially with jobs that start early in the morning when it's still dark out or go well into the night. Cicero's keeps it clean!

5. Controlling noise levels

As part of our management process Cicero's is aware of peak times of your business's operation, especially in high occupancy properties. Awareness helps us modify our work schedule so that noisy tasks are performed during off-peak hours or slow periods of the year to prevent customers, tenants and employees from being disrupted. Controlling noise and maintaining cleanliness creates an environment where the property's owner and tenants can maintain cash flow throughout the renovation project.

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6. Complaints by guests and customers

In the ever expanding and powerful world of social media, businesses can no longer afford to have complaints posted online about renovations go unanswered on Internet review sites. For example, in the hospitality industry alone there are dozens of customer review sites such as Tripadvisor, Fodors or Lonely Planet. Many businesses now have paid staff whose sole job it is to answer reviews whether positive or negative.

Cicero's is very mindful of social media backlash that can be brought on by excessive construction noise, messes, or rude behavior to customers and employees. Our systems ensure that any posted negative feedback is kept at a minimum, if at all. Our team members recognize that they are a reflection not only of Cicero's but of our customers.

7. Controlling deliveries

An important responsibility for Cicero's is the ordering, approving, controlling and handling materials received on-site. For example, how will new carpeting, wall coverings and furniture be delivered so additional costs are not incurred? Will elevators used in day-to-day operations be unavailable? Who is Cicero's "storekeeper" responsible for controlling on-site materials? How are materials registered? What forms are used to record the arrival and distribution of materials? Where will materials be properly and safely stored? Cicero's has the answers to all these questions. We excel where other contractors fail.

8. Open communications

Open communications between Cicero's and the property owner is *the key* to our successful renovations. This runs through the initial stage of scope planning and budgeting, to the bidding process and performing the work... all the way through to completion of the project and long after it is completed. Elements of Cicero's open communications include a daily report identifying manpower levels, deliveries, safety, and current areas out of service. Weekly phone calls take place to discuss the overall schedule, design and operations so that all parties can work to manage issues as a team.

9. Punch process

Cicero's provides property owners and managers with complete, detailed punch list before work begins. Identifying the punch procedure at the front end of the renovation sets the bar for expectations of Cicero's quality. We recognize that signing off on punched areas is basically saying everyone has reviewed the work and agreed the space is ready to sell or occupy. Our punch list identifies which team members are included in final punch-out, while allowing for the recovery time needed to make a last minute repair or alteration in the schedule. In many renovations the punch-out is an anxious time and often the anxiety is due to not having expectations clearly set upfront — not with Cicero's.

Conclusion

The contractor you choose to renovate your property should work diligently to understand specific project goals and provide all the necessary tools to help ensure total success with a high return on investment. Cicero's Performance Measurements serve as an excellent gauge as to how we work to achieve that success, and how we've strived for customer satisfaction since 1970. While Cicero's Performance Measurements are behind-the-scenes, non-billable tactics that all too often go unnoticed, they are very necessary for an overall positive renovation experience. To learn more, visit www.cicerosdev.com.



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