



A New Tool to Improve Efficiency and Safeguard From Litigation

Posted by Mike Black, Staff Writer

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CaptureQA aims to reduce litigation by detecting deficiencies.

Construction deficiencies can lead to serious litigation, but a new tool aims to reduce this risk by improving jobsite efficiency.

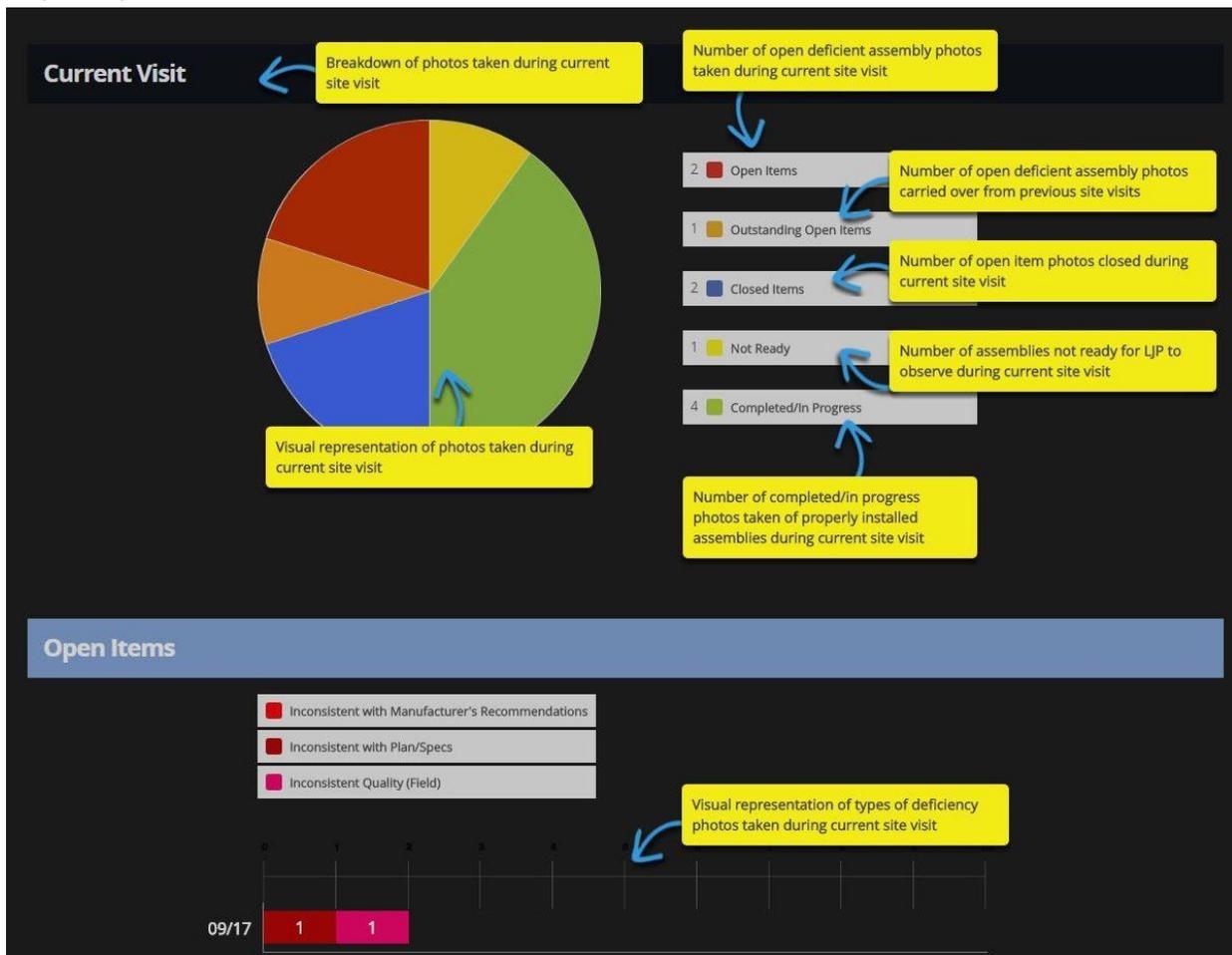
LJP Construction Services has been working with builders, developers and insurance carriers to fine-tune software that is meant to streamline the construction process, avoid costly litigation and select the best subcontractors in the region. This is especially important when dealing with the sometimes complicated installation of home technology.

“We started out with this about two years ago, with a stoplight analogy,” says Don Neff, CEO of LJP Construction Services. “The purpose of that model was to help our builder clients from two perspectives: evaluating their trades and their own employees.”

As Neff mentions, the software program, called CaptureQA, uses a stoplight model to help builders better understand which deficiencies have been reported and how urgent they are in regards to the construction and inspection process. First, a team visits the building site at various points in the process and takes photos of key areas to detect and record deficiencies that could lead to litigation in the future.

“We define a deficiency as one of three things. It’s either a deviation from the original specifications, a deviation from the manufacturer’s recommendations or a deviation from field quality standards,” says Neff.

A green-bordered photo indicates that the area has been completed to plan, a yellow-border means that a certain element in that area requires attention and red indicated severity and the need for a major stop until the element is addressed.



Builders can use the report to check open and closed deficiencies.

Prior to CaptureQA, Neff says LJP's accountability process was ineffective.

Like many builders still do today, the company relied on simple PDF reports at the conclusion of the jobsite inspection visit. These reports were only accessible through a laptop and included no photos of the jobsite and its deficiencies until more than a month later, when they were collated and attached.

"In my mind, that wasn't an efficient and timely way to report on deficiencies that we were finding in real time and that needed to be acted upon immediately," says Neff.

The original version of CaptureQA was released two years ago and through builder feedback and testimonials, LJP was able to fine-tune the reporting process. It now includes periodic updates to better meet the needs of builders on a range of projects. Also, being able to see deficiencies and issues in real-time has helped builders keep runaway costs to a minimum, while helping the CaptureQA team develop data sets to further help builders

"This technology has enabled us to marry both the photo-images captured on site with the standardized reporting format and distributing those photo-rich reports in real-time, the same day as the jobsite visit," says Neff.

The final step is a return visit where LJP completes a final closeout inspection to ensure that all past issues have been fixed and no new deficiencies have surfaced.

The Current Standard: Helping You Choose the Right Tech Team

CaptureQA and LJP have collected a wealth of information to accurately use statistical analysis and predictive mathematics to rate skilled trades, which can be used by builders to choose the best team—architects, designers, integrators, contractors—for their tech-rich projects.

"We are presently working with our programmers to create statistical inference modeling based upon the data we are capturing, across all regions in the country, through various building types," says Neff.

The builder can use this tool to see if certain trades or organizations are not working together effectively. Multi-divisional, production builders benefit, because they can look at cross-region trade analysis to pick the best trades every time.



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Michael Black is a staff writer and content coordinator at TechHome Builder. He has a particular interest in new solar developments and smart energy systems and is always looking for the next smart home trend to cover. As the youngest member of the TechHome team, Michael brings a passion that keeps the team energized. He also is instrumental in leading our social media efforts.

