



## **Doing the Business**

### *Production Processes*

#### **Tactical Processes:**

1. Project Manager meetings with client

Communicate all necessary information regarding project expectations, resource (equipment, labor, and materials) allocation, expectations, roles, and responsibilities all sides, client included. Go over communication protocols, project benchmarks, inspections by the city if required, and "company", and change order requests.

2. Critical Path

To develop and monitor the workflow of a project or process's critical steps to complete the company's production process.

3. Design Layout

Designer to layout or check before installation of major focal points and features of the project.

4. Project Meeting Account/Project Manager Meeting with Sub-contractors

Exchange of information regarding advancement of work on projects currently in progress

5. Salesperson Check-in with Production

Ensures design is being executed as promised the client. (for larger jobs)

6. Delivery of Materials to Job Sites

Ensure safe and timely material delivery without damage to product.

7. Materials acquisition

Secure high-quality goods while working within budgetary restrictions, maintaining records of purchases, overseeing transportation of orders, and ensuring that inventory is properly updated.

8. Job Close-out -Admin

Confirm company has met its contractual obligations and all job close-out packages are complete, including from Operations Manager (Project Manager) and all reports to the company owner, client, sub-contractor and all agencies involved are complete and delivered.

9. Equipment Maintenance

Keep equipment clean and in good working order

10. Client Impact Reporting

Track and report client successes, achievements, challenges, and struggles, regarding company's service.

11. Client Requests

Handle all client requests and issues during the service process.

12. Work place safety

Create, implement and train the company's safety codes and procedures.

13. Employee & Sub-Contractor Agreements & Contracts

Update and disseminate employee or sub-contractor agreements and contracts

14. Dispatch

Organized delivery of equipment, materials, and supplies as requested according to the approved schedule of work, in a safe manner, in good condition, where needed and on time.

15. Process Orchestration

Engaging the people who report to you in through system innovation and quantification processes.

16. Pick Up Materials

Get materials from our vendors or suppliers and deliver to our facilities or job site.

17. Onsite walk-through Salesperson introductions of Account Manager to Owner or Owner's Rep

Support the brand promise established in the sales process, communicate expectations for level of service, frequency and preferred method of communication to and from our company to the owners of the property. Establishes the Account Manager as the competent go to person for the client.

#### 18. Material Delivery Schedule Systems

Accountable to order and deliver all materials correctly and accurately and according to schedule.

#### 19. Customer Complaints

Resolve and learn from each customer complaint through efficient follow up and distribution of information.

#### 20. Single Point of Contact SPOC Initial meeting onsite with Contractors

To ensure all companies working with us on the maintenance of the garden or landscape are clear about our vision for the project, our intentions regarding communication and how this project or account conforms to our brand commitment.

#### 21. Production Process Enhancements

Continuously improve/innovate the company's service process.

#### 22. Contact Dig Safe Agency

Acquire the necessary certification for every job where we dig holes greater than 12" deep

#### 23. Initial project meeting with Salesperson, Project Manager and Client.

Explain build process expectations, roles, and responsibilities. Go over communication protocols, project benchmarks, inspections by the city if required, company, and payment schedule.

#### 24. Ongoing meetings between Project Manager and Client

Keeps lines of communication regarding progress, benchmarks attained, payments due, and possible upcoming issues from the company to the client and client to the company.

#### 25. Job Costing

Track direct materials and labor utilized per job for accurate job costing data to verify the financial success of the project.

## 26. Job close out Production Manager and Project Manager

Ensures all direct costs for job have been recorded, punch lists complete, client is happy, salesperson has been notified and all sub-contractor paperwork is in order.

## 27. Masonry

Provides for the proper building and execution of all masonry work flat and vertical including; concrete products, natural stone, and synthetics.

## 28. Construction Division Manager and Project Manger Job Meetings

Ensures the production Manager understands what is going on for jobs lasting more than one week and that the Project Manager will have what he needs to satisfy the requirements of the project.

## 29. Planting

Establish proper planting of trees, shrubs, and perennials

## 30. Sod and seeding installation

Provide for the correct installation of lawns both sod and seed

## 31. Material Procurement

Acquire the highest quality, best value, products for use in our production projects throughout the company.

## 32. Water Features Construction and Installation

Ensure correct installation of water features, including bubblers, fountains, and ponds

## 33. Accepted Sales Agreement Processing (Sales)

Register converted prospects as accepted sales proposals and enter into the service system.

## 34. Project Hand-off from Sales to Production

Communicate details to Project Manager/Account Manager or Garden Manager on site.

## 35. Marketing to Subcontractors

Attract the most qualified, highest skilled, complimentary tradespeople to become trusted strategic partners.

## 36. Service Workflow

Outline all of the key steps used during client service processes.

#### 37. Job Costing

Calculate and evaluate project-specific expenses to ensure the profitability of each and every project as well as confirm and verify the success of the estimating process.

#### 38. Quality Control

Maintain and update quality control reports.

#### 39. Assignment of Project or Account to Crew

Match project or account to Crew Leader/Project manager/Garden Manager, by geography, skill set, or availability to provide the best outcome for the client. Must account for availability of all the necessary resources in conjunction with the assignment and the promised start by date.

#### 40. Opening the facility

Securing access to our facilities to start the day.

#### 41. Maintenance of Shop and Yard

Provide a safe and organized workplace that is attractive and reflects well upon the company.

#### 42. Security

Provide and maintain a system that allows for the assignment and tracking of all keys necessary for the operation and security of the buildings, equipment, and all vehicles.

#### 43. Plant Material Care

Keep plants healthy and growing while at our yard

#### 44. Inventory

Tabulates and records what is in our inventory. Compares availability to what was brought in and what went out on jobs.

#### 45. Inventory Organization and Control of Bulk Material (non project specific)

Tracks all material stored at our facility and provides for uninterrupted availability of material like soil, gravel sand, compost, mulch and supplies.

#### 46. Debris Management

Provides for the organization and management of debris at our facility

47. Closing the day

Securing the shop yard and facilities for the night.

48. Inventory Control and Organization for Project Specific Supplies and Materials

Makes sure the allocated materials for specific jobs is available and in good condition.

49. Inventory Control and Organization of non Bulk Materials (Irrigation Parts, twine burlap etc.)

Organization and Inventory of all Non-job Specific Materials

50. Educational presentations

Deliver lectures, direct hands-on training the provides employees the necessary horticultural information to allow us to meet our brand commitment and exceed client expectations.

51. Evaluations, Training, and Certification

Ensures employees in training programs (inside the company or outside the company) have a good working knowledge of presented material and can execute upon that knowledge competently.

52. Sales/design Agreement review with Garden Manager

Support the brand promise established in the sales process, communicate expectations for level of service, the esthetic and preferred method of communication to and from our company to the owners of the property.

53. Onsite Holiday Decor Job Initiation

Set the scope of work for the visit, the plants and materials staging and task assignments. Systemize tasks and improve the performance of duties when arriving and through the entire decore process.

54. Seasonal Decor Installation

Provide for best practices of all tasks. Utilizing the appropriate method to promote the original design intent, and preserve the integrity of the material. Standardize procedures to the greatest extent possible, reduce labor, increase the level of effectiveness and improve service.

55. Seasonal Decor Management and Care  
Set scope of work for the service visit. Systemize tasks and improve the performance of duties when arriving and through the entire process.
56. Disassemble Dispose and Store  
Ensures proper and safe disposal of items after use and proper storage as per agreement.
57. Fine Gardening Property Portfolio Management
58. Prepare for Large Tool and Debris Pick-up  
Allow for easy access of Resource Distribution Technician to items for pick up, while ensuring they are out of the way and not unsightly.
59. Fall Garden Close-down  
Prepare gardens for winter
60. Regular Meetings Account Manager and Property Manager or Owner Representa...  
Communicate progress, issues, and achievements of our work. Inform Owner of upcoming tasks, present opportunities for landscape improvement as for referrals.
61. Arrival On Site for Landscape Maintenance Service  
Systemize tasks and improve the performance of duties when arriving on sites for landscape maintenance.
62. Departing site 360 circle check  
Making sure we have serviced the property as expected if not beyond expectations and that we aren't leaving tools behind.
63. Fall Clean-up  
Pick up leaves and debris and prepare landscapes for winter.
64. Spring clean-up  
Pick up leaves and debris and prepare landscapes for growing season.
65. Mowing  
Cut grass, edge, trim and pick-up debris. Provide for best practices of all tasks. Utilizing appropriate methods to promote the original design intent, preserve the integrity of the every plant, and promote health and vitality. Standardize procedures

to the greatest extent possible, reduce labor, increase the level of effectiveness and improve service.

#### 66. Shop Arrival AM

Improve performance, get on the road earlier and ensure predictability of tasks and exit time for crews at the start of each day.

#### 67. End of Day Routine

Improve performance of tasks, maintain organization, clear debris from trucks and equipment and prepare for prompt exit the following work day.

#### 68. Property Portfolio Management

Communicate landscape inputs of our crews and others with the objective of upselling landscape enhancements to the services provided and for the property.

#### 69. Property Walk-through Salesperson, Garden Manager and Owner or Rep.

Support the brand promise established in the sales process, communicate expectations for level of service, frequency and preferred method of communication to and from our company to the owners of the property. Establishes the Garden Manager or (Account Manager) as the competent go to person for the client.

#### 70. Initial Fine Gardening Service Visit

Garden Manager is onsite to demonstrate expectations for garden maintenance to the Gardeners. Indicate important original design intent and set out ways to preserve what is working and fix what isn't.

#### 71. Arrival to Fine Gardening Site

Set scope of work for the service visit. Systemize tasks and improve the performance of duties when arriving and through the entire garden visit.

#### 72. Composting

Provide for best practice of installing mulch into planting beds. Standardize installation, reduce labor, increase the level of effectiveness and improve outcomes.

#### 73. Mulching

Provide for best practice of installing mulch into planting beds. Standardize installation, reduce labor, increase the level of effectiveness and improve outcomes.

#### 74. Pruning

Provide for best practice of pruning plants, shrubs, and trees. Utilizing the appropriate method to promote the original design intent, preserve the integrity of every plant, and promote health and vitality. Standardize the procedure to the greatest extent possible, reduce labor, increase the level of effectiveness and improve outcomes.

#### 75. General Fine Gardening Activities

Provide for best practices of all tasks. Utilizing the appropriate method to promote the original design intent, preserve the integrity of every plant, and promote health and vitality. Standardize procedures to the greatest extent possible, reduce labor, increase the level of effectiveness and improve outcomes.

#### 76. Spring garden start up

Prepare gardens for growing season

#### 77. Seasonal Concept Development

Create aesthetic parameters for the creative process of seasonal decor design