



Schooner Group, Inc.

Arthur F. Sullivan

BUSINESS REPRESENTATION

Profile: Client is a Stone Countertop Installer that provides a high quality product with exceptional customer service. Installer provides countertops, back splashes and bathroom vanities.

Issue: A high percentage of material provided by fabricator to installer does not meet design specifications.

Services Provided: Represented installer in discussions with fabricator with regards to meeting design specification. Established a reporting system with fabricator to report jobs that did not meet specifications and what the error consists of. We provided an analysis of a month of jobs, which revealed an error rate of 40%. We provided a review of exact errors, which led to determining an error with a fabricators cutting machine.

Return on Objective: Installer realizing a decrease in onsite installation time and trips to fabricator for rework.