

Top tips for handling ‘Poor Subcontractor Performance’

1. Be clear on what you really want from them, tell them and measure that objectively and regularly.
2. Give them regular objective feedback
3. Ask them for feedback on your performance, then listen and do something about it.
4. Be more careful as to how you select them – are they really good at providing what you really want from them?
5. Look at your relationship with them – is it big enough to deliver what you both want from each other?
6. Have a strategy for how you are going to manage your suppliers¹ – rather than having one approach to all of them.
7. Ask your suppliers who they really like working for and why. Then listen.
8. [Really] get that nowadays the power has shifted – you need them more than they need you!
9. Think about how you are going to get your front line people to think (and act) on some of the thoughts you are now having.
10. Try some of this out and notice what happens.

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¹ Suppliers include all the organisations that work for you: subcontractors, plant, components and materials suppliers, design consultants etc.