



# nerej

## **Callahan creates subcontractor relations position to maintain strong relationships with contractors**

August 27, 2008 - Front Section

One of the keys to any general contractor's long-term success in this competitive marketplace is the strong relationships that we build with our subcontractors. In an effort to maintain these subcontractor relationships, and to create new relationships within the industry, Callahan Inc. has created the position of subcontractor relations.

The subcontractor relations position works in close concert with the estimating team and project executives. Some of the key focus areas for this position include, ensuring the flow of communication between Callahan and our subcontractors, responding to subcontractor inquiries and identifying and qualifying new subcontractors that we have not worked with in the past. Maintaining our relationships with our current subcontractors is also an important role for this new position. As this position evolves, we will be reaching out to many of our subcontractors to determine ways that we can improve or change how we deal with subcontractors on a day-to-day basis. The subcontractor relations position also establishes new contacts through networking events and associations within the New England region and other demographic areas that we currently work. By maintaining current relationships, and building new relationships, Callahan will continue to find the most qualified subcontractors for current and future projects.

Callahan's current subcontractor database allows us to bid and work on a variety of projects, from large high rises to small tenant fit ups, we continue to be competitive on all our projects. The subcontractor relations position will focus on working with the current subcontractor database that we have in place, and develop and expand on this database with new categories and search options for our project teams. By establishing more specific categories that focus on the strengths of each subcontractor, we can streamline the bid process, saving time and money during construction. By selecting the right project for our subcontractors we hope to save our subcontractors time and money as well on estimating and personnel costs.

Feedback from our clients and customers plays a vital role in Callahan's continued success, but feedback from our subcontractors is also important. In addition to our own in house evaluations of subcontractor performances with superintendents and project managers, we now perform post project interviews with the project managers for each subcontractor. This feedback from our subcontractors will help us grow and discover areas that we can improve on as a company. In addition, this position will make periodic site visits to check on the performance of each subcontractor. By obtaining this valuable feedback we not only continue to improve on our management of projects, but the management of our subcontractors.

As Callahan continues to grow and bid on projects outside of the New England region, finding qualified subcontractors is always a challenge. Through Callahan's participation in local industry events, our continued participation with local contractor associations, we have established many

new relationships and we continue to grow our out of state database. In addition, I will be working with our on-site project managers and superintendents in these regions to locate and qualify subcontractors that meet our qualifications.

As the subcontractor relations position develops Callahan feels that it will become an even greater value to clients. By expanding on our current subcontractor relationships, determining the best fit for the work to be performed and expanding on our current database, Callahan will continue to be a leader in the industry. By creating the subcontractor relations position Callahan continues to demonstrate our commitment and attention to all our clients needs.

David DuPuy is director of subcontractor relations at Callahan, Inc. Bridgewater, Mass.

New England Real Estate Journal - 17 Accord Park Drive #207, Norwell MA 02061 - (781) 878-4540