

BIG CONSTRUCTION QUALITY MANAGEMENT PROGRAM MANUAL

CLICK ON ANY TITLE TO
JUMP TO THAT SECTION

PROGRAM INTRODUCTION	2
PART I - COMMITMENT TO A QUALITY CULTURE	3
MANAGING QUALITY	
BIG CORPORATE RESPONSIBILITIES	3
BIG PROJECT TEAM RESPONSIBILITIES	4
BIG'S SUBCONTRACTOR'S RESPONSIBILITIES	4
QUALITY STANDARDS AND REQUIREMENTS	
GOALS AND OBJECTIVES	5
PART II - PROJECT LIFE CYCLE	
PRECONSTRUCTION PHASE	6
CONSTRUCTION PHASE	7
POST CONSTRUCTION PHASE	11

PROGRAM INTRO

BIG Construction takes a methodical approach to Quality Management beginning in preconstruction with detailed constructability reviews and carrying through construction to the completion of the project. Each phase of the building process is interconnected, and our systematic approach ensures that all our work meets the highest standards of excellence. We monitor quality throughout each step of the project to deliver a better product, faster.

This Quality Management manual outlines BIG's quality assurance and quality control policies.

The objective of the BIG Quality Management manual is to:

- Ensure that BIG projects meet or exceed industry quality standards, client expectations and contract obligations.
- Ensure that we deliver quality services to our customers while creating a competitive market advantage.
- Provide direction to all project participants regarding our quality policies, standards, and procedures.

Many of the steps required in this Quality Management manual go beyond BIG's contractual obligations to our clients. While nothing in this manual may be read to expand such obligations, following the procedures described here should help ensure that BIG exceeds its contract obligations, and meets its goal of exceeding client expectations.



BIG CONSTRUCTION ORGANIZATIONAL QUALITY MANAGEMENT PROGRAM: COMMITMENT, MANAGING STRUCTURE PROTOCOLS AND OBJECTIVES

Commitment to a Quality Culture

Quality Control begins with personal accountability throughout the organization and requires commitment from our entire team. We are all accountable for the quality of our work, and therefore all expected to take ownership.

We are built to achieve quality and are committed to producing at the highest standard for every client. It is who we are. BIG's project teams work diligently from the start to assure all procedures are in line, training plans in place, and documentation practices are set prior to project start-up and through the warranty period. Each team prepares a Project-Specific Quality Management Plan modeled after this BIG Quality Management Manual. They will utilize the specific project division template as an outline to develop our custom project special plan. Our project teams are encouraged to seek input from the client, architect, engineers, design-team consultants, and all other project stakeholders when developing their comprehensive plan.

The framework of our comprehensive quality program requires an organizational commitment to systematically be effective and successful. Starting on the top, BIG corporate leaders have established the infrastructure to effectively manage quality, flowing down to our project teams and subcontractor community. We track our performance throughout the organization and across all jobs for optimal quality performance to ensure we do it right the first time and mistakes only happen once.

Managing Quality: Systematic Accountability Protocols

BIG Corporate Responsibilities:

- Establish and document company standards and procedures for total quality management through all aspect of business operations.
- Regularly evaluate and update our Project-Specific Quality Management Plan template as required for continuous improvements.
- Prequalify subcontractors to ensure they have compliant Quality Management plans to consistently deliver high quality services and products. The goal is to understand subcontractor's capabilities, strengths, and weaknesses.
- Review external industry quality standards, best quality, best practices and trends. Engage with external peer groups, consultants, and third-party inspectors to improve recommendations and operational audits for corrective measures.
- Reinforce the implementation of Quality Absolutes on the project level to establish a positive quality culture and to improve overall quality performance. Promote early identification of non-conformance.
- Monitor project level compliance with the program, ensuring the project-specific plans complies with our total quality management program. Perform periodic field audits conducted by our organization's dedicated Quality management advisor. These meetings assess compliance with a contractor's Quality program and help monitor resolutions of construction quality issues. Promote early identification of non-conformances.
- Monitor effectiveness of the total quality program to optimize performance. Evaluate programs scorecard metrics, KPIs, and rating platforms to ensure continuous improvement.
- Identify areas of risk and blind spots for preventive measures and program enhancements. Use our database to track and monitor construction quality issues and provide metrics for trend analysis and improvement measurement. Perform root cause analysis to identify quality issues and provide timely responses to identified quality trends.
- Promote and foster a culture of continuous improvement and quality consciousness amongst all employees to ensure the desired outcome for our customers.
- Review project level quality-related issues and lessons learned for continuous education/improvements. Ensure lessons learned are institutionalized. Regularly share lessons learned and innovative quality concepts with our teams.
- Investigate and implement state-of-the-art tools and technology to improve quality outcomes.

BIG Project Team Responsibilities:

- Identify project-specific quality requirements.
- Prepare and implement a Project-Specific Quality Management Plan. Ensure project-specific plan complies with the quality assurance and quality control criteria specified in the BIG/owner contract.
- Modify (if necessary) the inspection checklists to the specific project requirements.
- Ensure awards are made to capable subcontractors and suppliers with a complete understanding of overall risks.
- Communicate the unique project requirements to subcontractors and suppliers and ensure overall understanding of those requirements.
- Assign a member of the BIG project team to be the project administrator for the Site Management Collaboration Software.
- Designate a BIG site quality representative. Serve in a quality assurance role by requiring that quality control inspections, testing, and documentation be performed.
- Implement corrective actions to prevent recurrence of issues. Ensuring that contractors use deliberate, managed plans to coordinate the inspection, testing, and resolution of issues.
- Communicate with third-party inspectors, building code officials, owner and design consultants, and each subcontractor's (all tiers) site quality representative.
- Collect, organize, and maintain project quality documentation. This includes, maintaining current submittals, submittal logs, drawings, specifications, and record drawings in the field, photos and videos, an inspection and testing plan, an inspection and testing log, and other metrics that comprise quality management.
- Complete turnover condition field report.
- Minimize negative consequences of noncompliance to project requirements by proactively finding and addressing issues promptly.
- Minimize construction issues found during commissioning and qualification, which prevents delays in the transfer of care, custody, and control.
- Manage BIG's Zero Defect Program.

BIG's Subcontractors' Responsibilities:

BIG evaluates subcontractors to confirm that their quality programs meet the requirements specified in the procurement documents before contract engagement. Subcontractor shall provide a designated Quality Management representative with the authority to act on quality matters on their behalf. It is imperative that subcontractors and suppliers fully manage their sub-tiers through rigorous internal inspections to ensure adherence to both BIG and relevant code requirements.

BIG is relying on subcontractors, as the experts in their respective trades, to determine and advise BIG if additional or different steps are necessary under the circumstances at hand to avoid defective construction and ensure quality within the applicable scope of work. Subcontractor shall maintain a copy of the most recent set of approved submittals and Contract Documents on-site, for use by subcontractor. Subcontractors are accountable to ensure they are working off the most current drawings without any disruptions that may delay proceedings with the work or potential re-work.

Nothing in this Manual relieves subcontractors from their independent contractual obligation to take all steps necessary to ensure quality control and assurance. In general, however, BIG believes that the steps described here should assist in achieving successful results, subject to necessary subcontractor input. We have identified some key areas of interest that will provide preliminary guidance to subcontractors designed to increase the probability of our mutual success:

- Adhere to the requirements of BIG Project-Specific Quality Management Plan as it applies to the subcontractor's scope of work and participate in BIG's Zero Defect Programs.
- Require that subcontractors of all tiers meet the same quality requirements that the first-tier subcontractor be contractually required to meet. The first-tier subcontractor should manage the sub-tier quality in the same manner as BIG oversees and manages first-tier subcontractors.
- Subcontractor shall participate in Pre-Installation Meetings to plan the Work before commencing construction for each definable feature of Subcontractor's Work or as required for coordination with other trades. The subcontractor shall provide verification that materials delivered to the Project site conform to the approved submittals and the Contract Documents.

- If required, subcontractor shall provide a written Project-Specific Quality Control plan prior to the Pre-Installation Meeting related to Subcontractor's Work for approval by Contractor's Quality Manager. Costs or delays incurred because of the subcontractor's failure to timely submit an acceptable Quality Control plan are the subcontractor's responsibility.
- Subcontractor shall participate in First Work Quality Control Inspections for the initial construction of each definable feature of Subcontractor's Work or as required for coordination with other trades. Subcontractor shall provide appropriately labeled and organized digital photographic documentation of concealed Work.
- Perform regular quality inspections related to the subcontractor's scope of work.
- Subcontractor shall comply with requirements for ongoing Quality Control inspections during construction, prior to the final inspections and acceptance phase, including correction of any noticed deficiency within five (5) working days.
- Subcontractor shall correct any noticed deficiencies during the final inspection and correction phase within five (5) working days. The subcontractor is responsible for conducting its own completion list and its own punch list.
- If required, utilize BIG construction software daily as a communication, collaboration, and management tool.

Quality Standards and Requirements: Performance Goals and Objectives

- Select quality-oriented subcontractors of all tiers.
- Ensure work conforms to contract documents and functional performance requirements.
- Ensure that workmanship required by contract documents is performed by qualified craftsmen from every trade.
- Provide early mock-ups to ensure customer satisfaction.
- Conduct pre-installation meetings for early clash detection to avoid installation conflicts to minimize rework during construction.
- Minimize construction defects from occurring.
- Perform routine inspection observations as defined by the approved construction inspection checklists.
- Perform contractually required inspections.
- Perform required system testing and commissioning services for optimal output.
- Minimize final punch list items.
- Strive for a zero-item completion list at substantial completion.
- Accelerate the project close-out process and turn-over documentation.

PROJECT LIFE CYCLE – CONSTRUCTION PROCESS PHASES

When it comes to the success of any project, quality control impacts all phases of the construction process. Our Project-Specific Quality Control plans are centered around a proactive mentality of managing quality through the major phases of the project life cycle: preconstruction, construction, and post-construction.

Preconstruction Phase - Action Plan

Preconstruction Quality Assurance - Administration

Quality Assurance sets the expectations of a quality program and how implementation will begin. Effective preconstruction services and planning are the cornerstone of a successful construction project. Preconstruction activities are those performed prior to mobilization and commencing any work at the project site. BIG will coordinate its preconstruction services with the owner, architect, engineers, project consultants, subcontractors, and other stakeholders as required or appropriate for the specific project. Preconstruction meetings and implementation quality assurance activities will focus on assuring there's alignment with requirements, specifications, and standards.

Preconstruction Quality Assurance – Management Program and Activities

Preconstruction often involves decisions that affect constructability and quality to prevent issues by clearly communicating expectations and resolving misunderstandings before work begins. Preconstruction QA management consists of:

- Project management planning meeting.
- CA Collaboration meeting.
- Preconstruction project-specific activities performance.

Project Management Plan Meeting

Everything that goes into a construction build is dependent on a contract's quality plan. That means from the beginning of the project until the end, quality always remains at the forefront of everyone's minds. Poor quality can lead to a variety of problems such as defects, builds that won't last, confusion between parties involved, and a lot of construction changes. When we provide advanced planning and set quality standards early on, we reduce the risk of making costly mistakes once construction begins. All BIG project team members are required to attend the project management planning meeting. This meeting takes place prior to the actual commencement of work. In some situations, the complete BIG team may not be available during this meeting. At least a project manager, project superintendent, and project engineer should be in attendance. Assignments of responsibility will be made for each team member at this meeting.

Construction Administration (CA) Collaboration Meeting

The general contractor and design team working together on a project need to be in alignment and all key stakeholders are on board with project design goals and the overall processes. Drawings, submittal procedures, and other CA requirements vary from project to project. The CA Collaboration meeting will discuss these key project requirements:

- Provide electronic versions of your submission and documents.
- Ensure the documents are in the proper format and the correct numbers are referenced.
- Incorporate project specification requirements on your originals.
- Never make changes to the drawings and data unilaterally to gain approval through the review process. If you think a change is necessary, a change request may be formally submitted to the project.
- When hard copies are required, provide bond paper documents that are easily reproducible, and send them via a traceable courier.
- Discuss material substitution process and recommendation for superior quality.

Preconstruction Quality Assurance - Activities

Preconstruction QA activities consist of:

- Subcontractor pre-qualification
- Review of CA procedures
- Review of plans, specifications and manuals
- Documenting existing condition and turnover report generation
- Building system reviews
- Design peer reviews
- Constructability reviews
- Salvageability reviews
- Submittals register review
- Mock-ups
- Testing
- Material logistics, packaging and receiving protocols
- Method of procedures requirements for complex systems
- Construction means and methods analysis
- Innovative and creative construction methods and materials
- Development of inclusion strategies
- Confirm material acclimation requirements
- Review Owner-Vendor coordination requirements

Construction Phase – Action Plan

Construction Quality Control - Administration

During construction, an on-site quality control manager works in tandem with the project management team to ensure that all work meets both BIG and industry-specific standards of quality. During the construction of a specific trade's scope of work, inspections are performed to ensure that quality concerns are corrected early and quickly. Final quality control signoffs must be completed by each trade for every definable feature within their scope of work.

For every definable feature on the project, on-site pre-installation conferences led by the quality control manager are conducted with the installation experts and include manufacturer's reps and inspectors to review project specifics, logistics, and schedule.

Subcontractors associated with putting the work in place on a project shall bear the responsibility of managing the quality of their work. The work shall be done in a fashion that will meet or exceed the quality standards set forth in the Project-Specific Quality Management Plan and the project requirements set forth in the plans and specifications.

All such work is subject to approval by the BIG project team, owner, architect, consultants, manufacturer's recommendations, and any other governing body having jurisdiction.

Inspections and tests of the work are required on a regular basis to ensure conformance with the quality of materials, fit, finish, tolerances, workmanship, function, and performance as defined by the contract documents.

Every subcontractor's site quality representative will be assigned the tasks to complete the required inspections.

Construction Quality Control – Management Program and Activities

Construction quality is a result of effective planning, coordination, communication, supervision, and testing. By following these steps, BIG project teams will plan, schedule, and install work in an orderly, consistent fashion that minimizes rework.

Construction QC management consists of:

- Pre-mobilization meetings
- First work-in-place meetings
- Ongoing quality monitoring and inspections activities
- Zero defect program

Pre-Mobilization Meeting

Prior to the start of any work on-site, BIG's project team will hold a pre-mobilization meeting with the subcontractor(s) that will perform work.

This pre-mobilization meeting will be conducted by BIG's project superintendent. Attendance to this meeting is mandatory for:

- The subcontractor project manager.
- The subcontractor project superintendent or foreman.

The items for discussion in the pre-mobilization meeting are found in the project-specific pre-mobilization checklist.

First Work-in-Place/Pre-Installation Meeting

Attendance to this meeting is mandatory for:

- The BIG project team member that will oversee the associated scope of work.
- The subcontractor site quality representative.
- Representation from each subcontractor tier that will be involved in the process.

The first work-in-place process occurs in two phases:

- In the first meeting, the subcontractor crew and the BIG team review the project quality requirements and the plan on how to meet those requirements. They also identify a specific location to perform the first work to take place. The scope will be limited, allowing appropriate time to inspect the work, scrutinize the quality, and agree on any remedial processes required.
- Once the first phase is complete, the subcontractor crew will commence installation of the limited scope in the pre-determined location. After installation is complete, the BIG and subcontractor site quality representatives will review the first work-in-place, utilizing the Field checklist for the respective work. If the work does not meet all requirements, the crew will address the issue. The subcontractor is not authorized to continue with the rest of the work until all quality requirements are met in the first work-in-place meeting.

Ongoing Monitoring and Inspections Compliance Activities

Inspections will be performed as defined below utilizing the appropriate inspection checklist for the activity. The objectives for ongoing inspections/observations are to:

- Ensure work continues to conform to the contract document specifications.
- Verify that required tests and inspections are being performed.
- Pre-cover-up and pre-closure inspections.
- Perform weekly quality tours with end-users and design team members to identify non-conforming work.
- Identify non-conforming or deficient work and ensure that corrective action follows.
- Verify the work is taking place safely and efficiently.
- Meet with the local municipalities inspectors to ensure their expectations are met to avoid any unexpected last-minute changes.

Workmanship Inspections

BIG's project team will seek to ensure that subcontractors are utilizing and completing their approved construction inspection checklists. Subcontractors are responsible for ensuring that their sub-tier subcontractors are utilizing and completing their approved inspection checklists.

An inspections checklist library has been developed by BIG's Quality Steering Committee as a guide to field personnel based on common errors and/or tolerances in fit, finish, and workmanship for each CSI section.

These checklists will be provided to subcontractors in the BIG project Collaboration Portal. Each project team will develop job-specific checklists utilizing these templates. Requirements from the project contract documents and pertinent subcontractor input will be incorporated into these checklists.

BIG will provide subcontractors a copy of the inspection checklists associated with their scope of work. Subcontractors will be asked to propose additions or modifications based on each project's specific requirements and their own work-related experience relative to these checklists. Final project inspection checklists will be approved by BIG's project team.

Any non-conforming work discovered through the inspection process must be rectified immediately by the responsible subcontractor. Once the non-conforming work is corrected, all parties involved will re-inspect and approve the work. The inspection timing and methods are outlined below.

Throughout the ongoing inspections and observations process, BIG will verify that approved materials are being installed. Unapproved material substitutions can easily occur if not monitored on a regular basis.

Work Completion List

Near the completion of all work or any increment thereof, each site quality representative will conduct an inspection of their work and develop a work completion list. The BIG project team will verify that the list is complete and note any additional items to be added to the work list. Each subcontractor will immediately complete the listed items to the satisfaction of BIG's project team. This work completion list will be maintained in BIG project Collaboration portal

Commissioning Inspection Services

Commissioning is a process that starts in preconstruction and continues throughout construction, completion and occupancy of the project. Prior to construction commencement, BIG will develop project-specific MEP system functional test scripts as required per the contract documents. BIG shall coordinate with the necessary subcontractors to perform functional testing. Deficiencies shall be noted and reported directly to the design team for resolutions and tracking purposes. BIG shall coordinate corrective action with the subcontractors. Once corrective actions have been signed-off by the subcontractors, BIG shall perform final verifications.

Pre-Punch List

Prior to the design teams completing their punch list, BIG's project field team members will perform a comprehensive pre-punch to ensure all finishing touches are on track for the final punch list.

Punch List(s)

Once BIG's project team has determined that all work completion lists are complete to their satisfaction and the project is ready for a final punch list, this completed work list can be presented to the owner/architect for review. Prior to the final punch list, BIG will require any engineers and/or consultants to complete an above ceiling inspection before any finished ceilings are installed during the normal course of construction.

The intent of the work completion list is to produce a zero-punch list based on the validation of items resolved as part of the work completion list process. If any items are found to be incomplete or unsatisfactory by the owner/architect, a formal punch list process would ensue, in which case the BIG project team would:

- Verify acceptance criteria in contract document.
- Recognize the item in question as a non-conformance item.
- Arrange for immediate involvement of the subcontractor that is responsible for the punch list item.
- Complete the work in a timely fashion.
- Reinspect the corrected work.
- Call for final validation from owner/architect.

Testing and Observations Reporting and Photo Documentation

All inspections and tests will be performed as contractually mandated, and reports logged according. All inspections will be tracked utilizing the BIG project Collaboration Portal or unless otherwise determined. Photographs are an integral part of documenting the quality of a project. Most often, owners require some photo documentation during the construction process. BIG's photo documentation procedure covers both conforming and non-conforming work. BIG's project team will utilize the project Collaboration Portal to prepare and/or maintain timely records of quality control activities, inspections, and tests. The subcontractor's site quality representative will do the same for their quality control activities, inspections, and tests.

BIG's photo documentation guidelines are as follows:

- Take digital photos at regular intervals.
- Be sure to photograph from several viewpoints and use the same viewpoints when reasonable.
- If the scale of a photo will not be clear to others, include an object or scale in the picture for reference.
- Photos of non-conforming work will be elevated to an issue in BIG project Collaboration Portal. The responsible subcontractor must participate to remediate the issue. Photos are then required to illustrate adequate correction has taken place.

Material Management On and Off Site

Protecting construction materials is critical factor to quality. Subcontractors and suppliers must always be mindful of transportation, receiving at the jobsite, storage, installed protection to ensure optimal outcomes. BIG and all our vendors are responsible for managing compliant, damage-free, and on-time delivery of project equipment and materials. Early communication and collaboration with our suppliers and logistics service providers is imperative for visibility of equipment while in transit and to produce predictable delivery outcomes. Whether shipment delivery responsibilities are managed by our direct vendors or their lower-tier suppliers, we encourage early communication with our project management team to ensure that delivery requirements and expectations are clear and understood. We have identified some key areas of interest that will provide preliminary guidance to suppliers designed to increase the probability of our mutual success.

All material received at the job site will be checked for strict compliance to contract documents. This is the primary responsibility of the subcontractor that is furnishing and/or installing the material. All subcontractor inspection checklists require a "yes" response confirming that the material meets the project requirements. The BIG project team should verify that subcontractors are following the material verification process.

After the subcontractors complete their installations, all material shall be temporarily protected as required prior to punch-list development to prevent any damages from occurring during construction.

Preparation for Shipment – Packing, Marking and On-Site Receiving:

As a minimum, suppliers and subcontractors are responsible for ensuring equipment and materials are properly protected from damage in transit consistent with the transportation method to be utilized for shipment:

- Proper good wrapping and protection.
- Ensure damage-free delivery of goods.
- Upon the arrival of a shipment at the receiving location, the vendor will check the box/container count and compare the freight bill to the shipping labels/markings to verify that delivery has been made to the correct consignee.
- Compare material delivered to the jobsite with the approved material submittal.
- Verify product delivered in good order.
- Spot check listing and material certification on a regular basis

Zero Defect Program

It is BIG's goal to obtain 100% buy-in from its subcontractors of all tiers in implementing the Zero-Defect Program. Our objectives for the BIG Zero-Defect Program:

- Complete all scopes of work with zero punch list items at the time of substantial completion.
- Correct outstanding non-conforming work immediately or within a reasonable amount of time, so as not to delay current and/or subsequent activities as tracked in the project schedule.

The BIG team will schedule time for project tours specifically designed to focus on quality during the progression of the work. BIG's and the subcontractor's site quality representatives should be invited to attend these tours and are encouraged to provide meaningful feedback. Owners, architects, and consultants should also be encouraged to attend these quality project tours. It is important that all parties involved in the project have similar quality expectations. An observation checklist can be found in the BIG project Collaboration Portal and/or project start-up field templates.

Post Construction Phase – Action Plan

Postconstruction QA/QC Validation – Administration

For BIG Construction, the project does not end when the last nail is hammered. During this transition period, we approach postconstruction as an opportunity to conduct a final quality check, working in tandem with our client facilities representatives to ensure a seamless turnover of the project for complete customer satisfaction.

Postconstruction QA/QC Validation – Management Program and Activities

The ultimate quality of a project is reviewed at the final stage of the project. One indication of the effectiveness of the contractor's Quality Management process is reflected in the extent of the swift close-out of the project and delivery of a fully functional turn-key space. Finishing strong on final touches can make or break a construction project. You don't want to go through a construction project only to end up with mediocre results stemming from poor final execution. Our Postconstruction QA/QC validation management process consists of:

- Preparation for Occupancy/System Turnover Practices
- Pre-Closeout Acceptance
- Closeouts
- Project Debrief
- Post Occupancy Services

Preparation for Occupancy/System Turnover Practices

Part of our commitment to our clients is providing the necessary training needed for the operation and long-term care their facilities. For optimal outcomes, it is critical to have all stakeholders participate in the training process and track the participate. Preparation for Occupancy and Turnover services include:

- Startups
- Testing of systems
- Training of personnel
- Preliminary documentation
- Preliminary O and M manual
- Storing attic stock and "loose" materials
- Project substantial completion date verification for warranties

Pre-Closeout Acceptance

A completed closeout process is key to delivering a quality project. The BIG team and the responsible subcontractors will complete the following items concurrent with the punch list:

- Final system testing
- Ensure warranties are preserved
- System operation and sequence verification
- Installed material climate control/humidity requirements
- Ensure subcontractor service maintenance agreements are presented
- Instruction and training procedures
- Turnover extra keys/locking devices
- Substantial completion letter execution
- Final punch list completion letter execution

Closeouts

Close-Out Documentation shall include:

1. Final as-built drawings and specifications
2. Final operating and maintenance manuals
3. Final cleaning Instructions (required for all architectural items)
4. Final warranty forms
5. Final balancing reports
6. Final service and maintenance contracts (as specified)
7. Final project directories
8. Hand-off of any keys/security cards

Project Debrief and Lessons Learned Session

A completed closeout process is key to delivering a quality project. To ensure our construction teams are always learning and developing, BIG will host a project debrief and lessons learned meeting to identify areas for improvement. The objective is to learn why a quality deficiency has happened and adjust the quality control process so it doesn't happen again.

Post Occupancy Services

When you work with BIG, you'll never be on your own. We believe in building long-term business partnerships, forming our dedicated service work department available for any post-occupancy end-user needs.

- Service work division introductions
- Warranty management during the warranty period
- 11-month warranty walk-through
- Warranty callbacks after the warranty period

11-MONTH WARRANTY WALK-THROUGH

The standard contract warranty is one-year from completion of the project. Just before the project warranty period expires, BIG will come out at the 11th month to review the space & go through any items that need to be fixed before the contract warranty period expires.