

Expectation and Perspective on the Punch List Process: A Case Study

Challenges

Time
Hurting
Quality

Lack of
Organization

Misaligned
Expectations

The punch list process is a crucial phase of construction that is performed on every project. It requires immense coordination and communication between the owner, general contractor, and subcontractors in order for it to be executed efficiently. This paper will examine the punch list procedures that took place during the closeout of a 435 unit apartment complex. While the project overall was successful, the punch list phase encountered challenges such as schedule constraints, unforeseen conditions, and misaligned expectations. In order to understand where the punch list phase faced its major obstacles, this research will analyze the project from each party's perspective to identify how this activity can be more effective and efficient going forward.

Key words: Punch List, Expectations, Organization, Quality Control

Solutions

Stay
Consistent

Set
Standards
Early

Do Not
Rush
Turnover

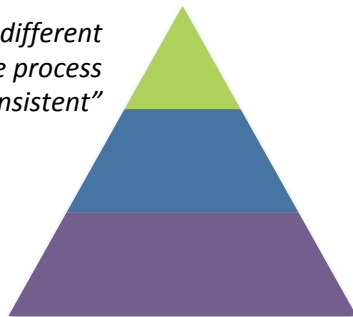


"Expectations, we were fighting an uphill battle..."

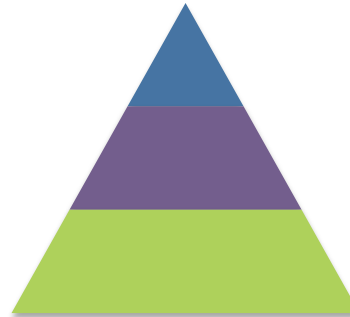
"Having a number of different people working the process did not make it consistent"

"Seemed like the Owner and GC were pushing too fast...we were rushed through"

Purple: Time/Quality
Green: Consistency
Blue: Expectations



Owner



General Contractor



Subcontractor

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