

VIOLAND



MANAGEMENT
ASSOCIATES



Restoration Project Management

Command The Chaos



Overview

Disaster restoration and damage repair is a rapidly growing and exciting new career path. As the restoration industry matures, the demand for qualified project managers is increasing. These individuals must be able to close deals, plan efficiently, communicate effectively, delegate accordingly, and fully comprehend the roles and responsibilities they bear.

Violand Management Associates' (VMA) Restoration Project Management Program is designed specifically for project managers, estimators, project coordinators, and owner/operators. It focuses on developing the skills necessary to manage restoration projects profitably from start to finish.

In VMA's program, authorities from the academic world partner with some of the most trusted names in the restoration industry to take project management from principle to application. Graduates of this program will understand and display a higher standard of performance in restoration project management, enabling them to complete more

“Some of the most valuable information on project management I have ever received. A definite value to my business.”

Taylor Carano, Servpro, Costa Mesa, CA

projects, on time and under budget while achieving higher levels of customer satisfaction.

Is the Program Right for My Company?

This program is designed for companies performing all forms of restoration services. It is applicable to both the novice and the veteran project manager. The typical attendee is someone without formal project management training who has risen through the ranks to their current position.

“The application of the project management skills we learned will add to our top and bottom line. Excellent course!”

Dwayne Smoker, RestoreCore, Harrisburg, PA

Format

The Restoration Project Management Program contains over 50 hours of training in 3 weeks; one week of classroom instruction at Kent State University, preceded by five 1-2 hour webinars, and concluding with a 200 answer exam.

Pace

The pace of this program is fast and intense, covering a vast amount of information in a short time. Participants will be self motivated, willing to actively participate in the sessions, and be able to apply the principles learned throughout the program in their normal jobs.



“The skills I learned from this week will continue to develop and last for my entire career. The professionals are top notch. You can’t find this type of training anywhere else.”

Jon Stapel, Menold Construction & Restoration, Morton, IL

Commitment

VMA and Kent State have teamed up to provide a first-rate learning experience for the participants. As a result, a serious commitment is expected from those who participate to ensure that your investment of time and money will be well spent.

Graduation

The program concludes with a 200 answer, open-book exam, and students must obtain a passing score to graduate. Graduates will receive a diploma and be invited to attend The Violand Executive Summit, where they will be recognized along with graduates from other VMA programs.

Investment & Return

The typical project manager in a restoration company manages approximately \$1 - \$1.5 million in projects annually. VMA estimates that graduates

“Top of the line presenters across the board.” I feel an improved ability to organize the chaos and exceed the customers’ expectations.”

Rodney Kegley, Chenal Restoration, Little Rock, AR

of this program will increase their capacity and profitability by at least 5%, yielding \$50,000 to \$75,000

in improved performance within the first year alone. The return on investment is huge and immediate, especially given the modest \$3,995 per student tuition for the course. In addition to this, the successful completion of the Restoration Project Management Program meets the Project Management Institute’s educational requirements to apply for the Project Management Professional (PMP®) certification.

“The RPM program has given me invaluable tools to better serve my company, clients, and employees.”

Jeff Cooper, Oklahoma Disaster Restoration, Tulsa, OK



Course Content

Introduction and Project Management Overview

The introduction will cover the outline and objectives of the program, student expectations, nuts and bolts facilitation, and general housekeeping items. It will also define project management as a discipline and how it relates to the restoration industry in terms of roles and responsibilities is discussed. The project manager is arguably the most valuable part of the restoration team. His accountabilities touch every part of the business from marketing and sales to estimating and production to accounting and administration. Understanding and accepting these roles and responsibilities is the first step to successful project management.

Customer Service

Restoration companies depend on personal referrals to generate new project opportunities, making customer service a necessity for survival and growth. This section of the course helps identify key criteria for achieving high levels of customer service. It also explores common pitfalls and strategies for effective customer service recovery to turn failures into positive outcomes.

Quality Control

Every company's standard of quality is different. One commonality of successful companies is the ability to control the level of quality in a consistent manner. Here we explore some commonly used methods of achieving consistent quality control. Students will learn to create appropriate expectations, identify best practices, and use continuous process improvement techniques to achieve maximum consistency in quality.

Subcontracting

Trade contractors can be an effective method for increasing production capacity. They are an extension of your company and if utilized properly can be a very valuable part of your operation. This element of the course will bring to light some of the most important ways project managers can build lasting

relationships with subcontractors through proper communication, preparation and follow-through both on and off the job site.

Time Management

We'll cover the fundamentals of time management, the importance of prioritizing, planning, and scheduling as well as utilizing technology to help maximize efficiency. This section also creates expectations for the best use of a project manager's time and offers tips for minimizing interruptions, dealing with changes on the fly, and multi-tasking.

Project Administration

Taking an insightful and logical look at file flow, this section takes the administrative functions of project management from the time a new job is created through to the time the file is archived. Learn components of job files, job tracking and database management, documentation, proposals and contracts, invoicing, job costing, file reviews, profit analysis, and project debriefing.

Legal

Don't learn legal lessons the hard way. Learn them from advocates in the industry that will keep your company out of messy situations. Students will be taught the basics of contract and tort liability along with proactive ways to reduce risk. This combined with proper contracts, documentation, and project administration can help your company avoid litigation and ensure customer payments.

Communication

Communication is the heart of all successes and failures. Here we'll learn the different levels of communication as well as the different types and frequencies that are necessary to insure that a project runs smoothly.

Negotiation

This is a high impact presentation that breaks down the negotiation process. Doing so allows us to understand how project managers can ask the right questions in order to plan accordingly and reach a desirable outcome. Learn how to avoid mistakes commonly made

when negotiating with customers, insurance adjusters, and subcontractors.

Principles of Project Management

Project management is defined as the discipline of planning, organizing, securing, and managing resources to bring about the successful completion of specific project goals and objectives. The heart of the course takes this discipline and applies it in practical application to what project managers in the restoration industry face every day. Starting with a work plan development students will be given a restoration specific case study and shown how to develop a work breakdown structure, network diagram, and project schedule. This is combined with tools for resource allocation, control and management mechanisms to take the project through every phase of the life cycle, and concludes with post project debriefing and strategies for managing multiple project

Exam

200 answer, open-book (short answer, fill-in the blank, & essay) exam.

Successful completion of this course qualifies for:

- ▼ 2 CECs from RIA
- ▼ 2 CECs from IICRC
- ▼ A prerequisite for WLS® certification
- ▼ Educational requirements to apply for PMP® certification

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