



Process - The OpenJOC approach fully documents roles, responsibilities, workflows, and outcomes using proven LEAN business practices. Documenting methods drives consistency and enables continuous improvement.

- 1. Information** - The OpenJOC approach fully documents roles, responsibilities, workflows, and outcomes using proven LEAN business practices. Documenting methods drives consistency and enables continuous improvement. Common terms and definitions are used as well as a standardized and detailed listing of services tasks inclusive of labor, material, and equipment costs (organized using CSI MasterFormat).
- 2. Uses** - On-demand renovation, repair, maintenance projects and even minor new construction are appropriate for OpenJOC use.
- 3. People** - Within the OpenJOC environment real property owners and/or facilities management provides leadership, however, all participants contribute to project success within an atmosphere of collaboration, mutual respect, and shared risk/reward.
- 4. Technology** – The role of technology is one of enablement. Cloud technology provides a secure method for all participants to create, view, and share current actionable information. Communications, tasks, and documents are all maintained in a common digital environment.
- 5. Assessment & Training** - The OpenJOC approach fully documents roles, responsibilities, workflows, and outcomes using proven LEAN business practices. Documenting methods drives consistency and enables continuous improvement.

