

1) Central Flow Process on 3/1/1999.

A) Customer selects choices from five pages of options for reservation agreement.

- 1) Sales agent reviews work in progress report to confirm no conflict with customer option selection.
- 2) Sales agent updates Computer for Tracts with customer option selection and faxes copy to Construction office for approval.

B) Construction office receives fax copy of customer agreement.

- 1) Options Coordinator reviews agreement and gets Superintendents' approval when necessary (24 hours).
- 2) Options Coordinator faxes copy of approved Construction report to main office (24 hours).
- 3) Options Coordinator faxes copy of Construction report to Subcontractors and Suppliers (24 hours).
- 4) Options Coordinator post Construction report in unit (24 hours).
- 5) Superintendent updates all trade foremen in weekly meeting.

C) Built units inspected.

- 1) Options coordinator reviews options completed; generates weekly progress reports for bank draw, billing and sales department.
- 2) Options coordinator creates punch list then generates then fax's copy to subcontractor and post on trade board in Construction office.
- 3) When Options Coordinator receives signed copy of punch list repair from Subcontractor a completion report is faxed to main office for billing information.
- 4) Customer service representative schedules customer walk through with Sales department.

D) Customer walk through.

- 1) Customer service representative demonstrates features to homeowner and creates punch list to be completed by Subcontractors and punch list crew before homeowner moves in.