



# Customer Testimonial

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*Dan Mead,  
Vice President of Operations  
Standard Pacific Homes*



## Standard Pacific Reduces Warranty Calls by Using Burgess Third-Party Quality Assurance Inspections

Standard Pacific is one of the nation’s largest and most successful homebuilding companies. Standard Pacific is dedicated to offering the utmost in new home choice, quality, and value. Part of offering a quality home is using the Burgess Third-Party Quality Assurance Program. Standard Pacific has been building quality homes in Dallas for over fifteen years and has been working with Burgess Construction Consultants, Inc. for a large portion of that time having Burgess do their frame and final inspections.

A third-party inspection can drastically reduce the number of warranty calls as Standard Pacific soon found out. Dan Mead, Vice

President of Operations, Standard Pacific Homes, mentioned several ways in which warranty calls have been reduced and one of the ways is by working with Burgess. “Warranty calls have been reduced as a result of several things such as being committed to closing finished homes, doing what is necessary to get there, and having a consistent message to field employees. Burgess is a key investment and consistent tool to achieve and communicate those priorities.”

Burgess successfully works in the field alongside Standard Pacific delivering Quality Assurance Inspections to help complete homes with quality, consistency and with the highest customer satisfaction. In regards to the customer service, Mead notes, “Customer Service to Standard Pacific means: finished houses, prepared professional builders, and clean, quality homes which make happy customers. Burgess helps us advance those ideals.”

Mead adds, “Burgess’ tracking reports, web site, well-trained inspectors, reputation and inspection consistency, make them a clear leader in home quality inspection consulting.”

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