

# LASERCAD® CASE STUDY MEASURING MONCTON

## The Challenge

Our client wanted their two storey office and industrial building in Moncton measured and certified to the appropriate international standard, by a firm governed by a verifiable quality system. They turned to Turner Drake for advice.

## Turner Drake's Approach

We are the only space measurement company in Atlantic Canada governed by a system certified to the international ISO 9001 quality standard. We are audited three times a year, every year, to ensure that every aspect of our operations from taking the job order, space measurement, area calculation, documentation and delivery, meets or exceeds the standard. In addition to the audits, we have to survey every client twice a year and ask them to rate us on an assignment we have undertaken for them during the prior six months. We publish the unexpurgated results on our web site at [www.turnerdrake.com/newsresearch/rating.asp](http://www.turnerdrake.com/newsresearch/rating.asp).

As a way of keeping our feet to the fire, it has no equal. In our last survey 93% of clients rated us a good or excellent in terms of value for money (2% thought we were poor, 5% average).

Our client's two storey building contained finished and unfinished space. Which space measurement standard should apply: the BOMA standard for office space or the BOMA-SIOR standard for industrial areas? The two standards produce different rentable areas for the same amount of occupied space and are therefore mutually exclusive within the same building. In order to determine which was the applicable standard, we had to measure the entire building. In addition the client wanted "as built" drawings which located and dimensioned all doors, windows, partitions, stairs, columns and plumbing fixtures.

## Winning Results

Using a precision laser system we measured all of the tenant space to a closing error of  $\leq 0.5\%$  (the industry "average" is 2%) and calculated the ratio of the finished and unfinished space to determine which BOMA standard should apply. Using our CAD system we compiled detailed "as built" plans and certified each tenant space. Hard copies of the plans and certificates were couriered to the client and posted on their encrypted Client Area on our web site, so that they would have on-line access 24/7.

