

Craftsmanship or Workmanship...what is the difference?

Before a completed project is labeled with the word craftsmanship, the workmanship is reviewed.

In the flooring industry, the correct installation of products is critical for performance and appearance. The word workmanship is used in all flooring covering product installations however; craftsmanship is usually associated with the description of the finished appearance of hard surface products as wood, tile, or marble, especially in the area of patterns and designs.

Workmanship is labeled as poor, bad, or good, satisfactory, expert, or excellent, to name a few adjectives.

Craftsmanship however is rarely noted with an adjective deriving the level of workmanship; it is a common understanding that when craftsmanship is reviewed and discussed, it is always **superior** workmanship.

Another way to explain the difference; workmanship is the how to perform a task and craftsmanship is the why its done in a specific way.

Is craftsmanship defined as workmanship with passion for the trade?

Workmanship also can include speed, whereas craftsmanship relates to continuous patience in performance.

With all projects, part of the workmanship is: your personal presentation and appearance, attitude, safe job site conditions maintained and housekeeping. Are all materials, equipment, and tools in a specific area so as not to create hazards, and are handy to reach for use while installing? Is work area kept clean, is the jobsite cleaned daily to the condition it was found in at the beginning of the day?

The product being installed, have you checked for any visual defects? Are the correct sundry materials being used, tack strip, adhesives, cement, floor patching materials, transition height materials, underlayment's as required for sound and crack suppression, grout joint size and color, substrate reviewed as acceptable for floor covering installation? Is the proper tool and notch size of tool being utilized?

Using a skill saw when a table saw is required or a 2' level when a 6' level is required, hand trowel notch correct for the adhesive, and product being installed. A thin set trowel is not good for mud set or vinyl sheet goods. Are you using the Power stretcher, or the mini stretcher and knee kicker, do you know when to use each tool? Seaming iron 4" or 6" tape, (is tape quality matching carpet construction), hand sewing, is carpet dry laid in place for correct pattern match? Are the product acclimation guidelines being followed? Has the substrate been visually reviewed, physically inspected, tested for acceptable conditions for the floor covering to be installed?

Craftsmanship is the result of superior workmanship. Superior workmanship is the result of keeping the areas clean, the correct tools, quality sundry products, personal training and ongoing education in the trade and finally *pride* in what is being done.

Training is the building block of good workmanship; pride in accomplishment produces the passion of the trade that produces craftsmanship.

Normal workmanship can produce future jobs within the trade however a high level craftsmanship will insure repeat business.

Submitted by;

Robert Blochinger
IICRC certified
INSTALL Contractor
blochinger@mailw.com