



Managing Risk with 1000 Professionals

Terracon's Approach

Terracon's Size

- Over 1000 Professionals
- Over 2000 Technicians or Administrative Assistants
- Average employment (professionals): 15 years
- Growth Rates over 10%
- Therefore New Employees over 20%
- Significant Acquisition Growth

Quality Dilemma

- Large numbers of professionals
- Over 200 new professionals annually
- Geographic/geologic diversity
- Standard of practice diversity
- Cultural diversity
- Commoditized marketplace

Solutions

- Excellent/experienced legal staff
- Senior Consultants Program
- Social Communication Platform
- Project Management Training Program
- Corporate Quality Program
- Report Writing Standards
- Risk Management Policies
- APR (Approved Project Reviewer) Program

APR Program

- 3 Levels of APR requirements – based upon project
- Some projects have 2 APRs
- Program responsibility of operations and corporate
- APR involvement from cradle to grave
- APR/PM mentor/protégé relationship
- APRs bear final responsibility for project quality
- Bi-Annual audit of APRs

APR Selection

- Minimum Credentials
 - Appropriate Professional Licensure
 - 5 years of relevant consulting experience – progressive
 - 5 years of Staff/Dept. Mgmt. or Sr. Project Mgmt.
 - Review of numerous listed loss prevention media
 - Demonstrated attitude to evaluate/mitigate risks
 - Demonstrated knowledge of their limitations

APR Approval

- Nominated by Division Mgr./Service Line Director
- Interviewed by above plus Quality Director
- If approved – Conditional APR – Mentor assigned
- Select APR documents reviewed by SLD
- 6 month conditional status
- Subsequent interview/mitigation of weaknesses
- Final Approval

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