

Defining Professionalism:

Using Quality Management to Improve the Client and Employee Experience

Jeff Gebhard, PE
Vice President – Engineering
Braun Intertec

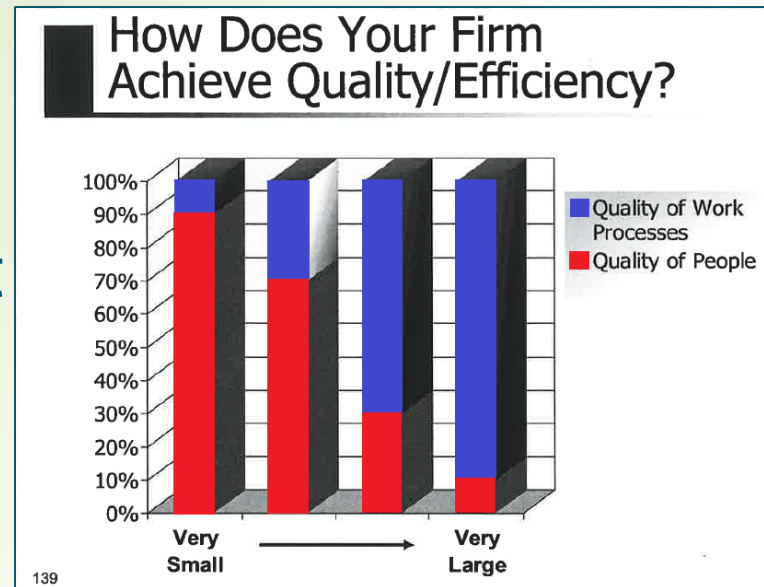


Agenda

- Why Quality Management?
- Quality Management overview (Very Brief!)
- Opportunities to Improve (OTIs)
 - Client Feedback
 - Employee Feedback
- Case Study – Project Management

Why Quality Management, Why Now?

- Growth
- Visibility into the Process
- Scalability
- Client Satisfaction
- Employee Engagement



Quality Overview – Defining Quality



<http://blog.proqc.com/what-does-quality-mean/>

Quality Overview - Principles



http://www.iso.org/iso/home/standards/management-standards/iso_9000.htm

Quality Overview – ISO Model



http://www.iso.org/iso/home/standards/management-standards/iso_9000.htm

Continuous Improvement – Opportunities to Improve (OTIs)

OTI Process: The continuous improvement engine for QMP



OTI Purpose

OTI Process: The continuous improvement engine for QMP

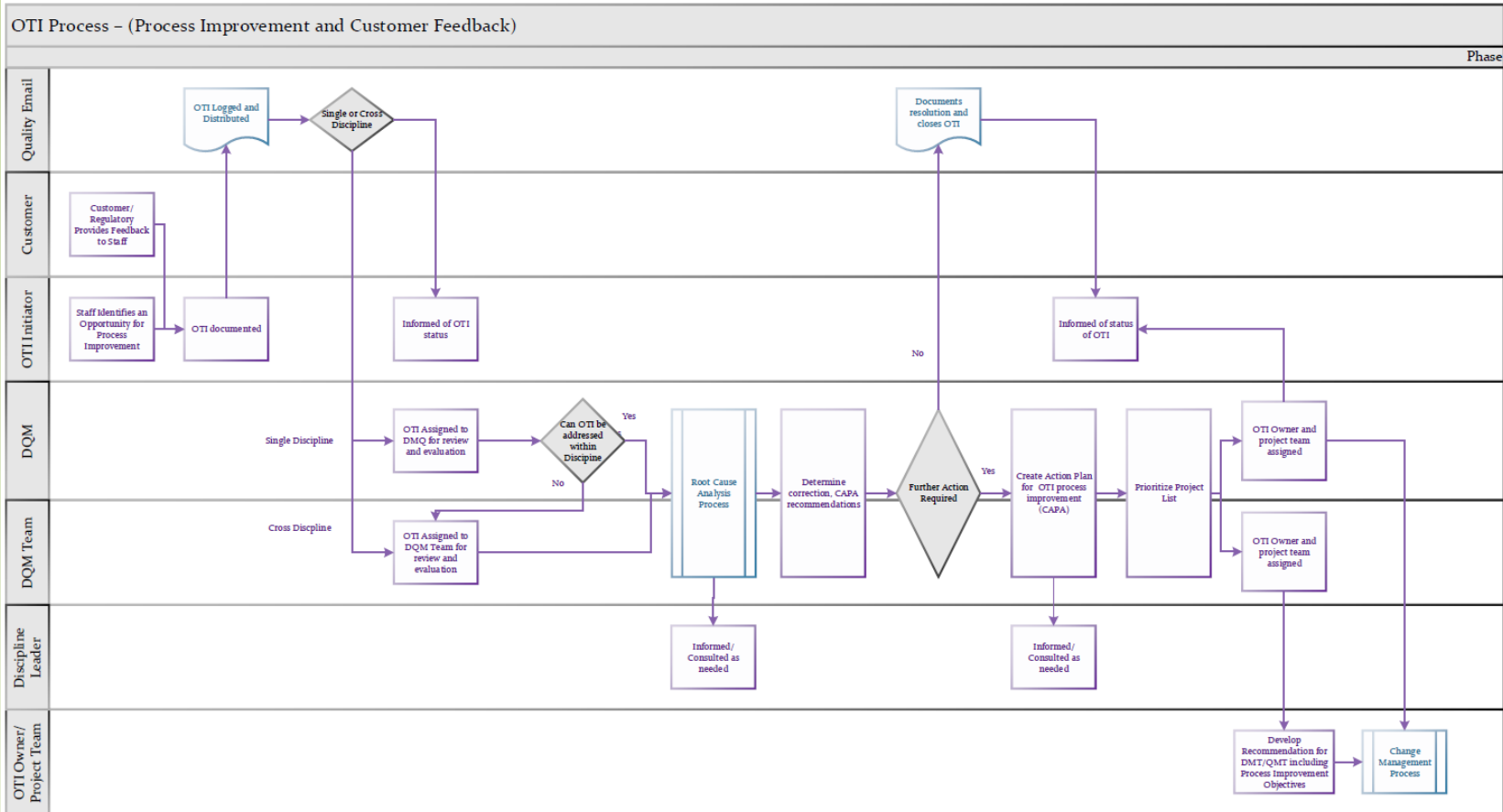
Purpose: To identify continuous improvement needs identified by employees or customers to continually improve efficiencies and customer satisfaction in our project delivery.

OTI Scope

OTI Process: The continuous improvement engine for QMP

Scope: The Opportunities to Improve (OTI) process is for the identification and documentation of continuous improvement needs of Braun Intertec department, discipline and cross discipline processes identified by employees or customers.

OTI Scope and Process



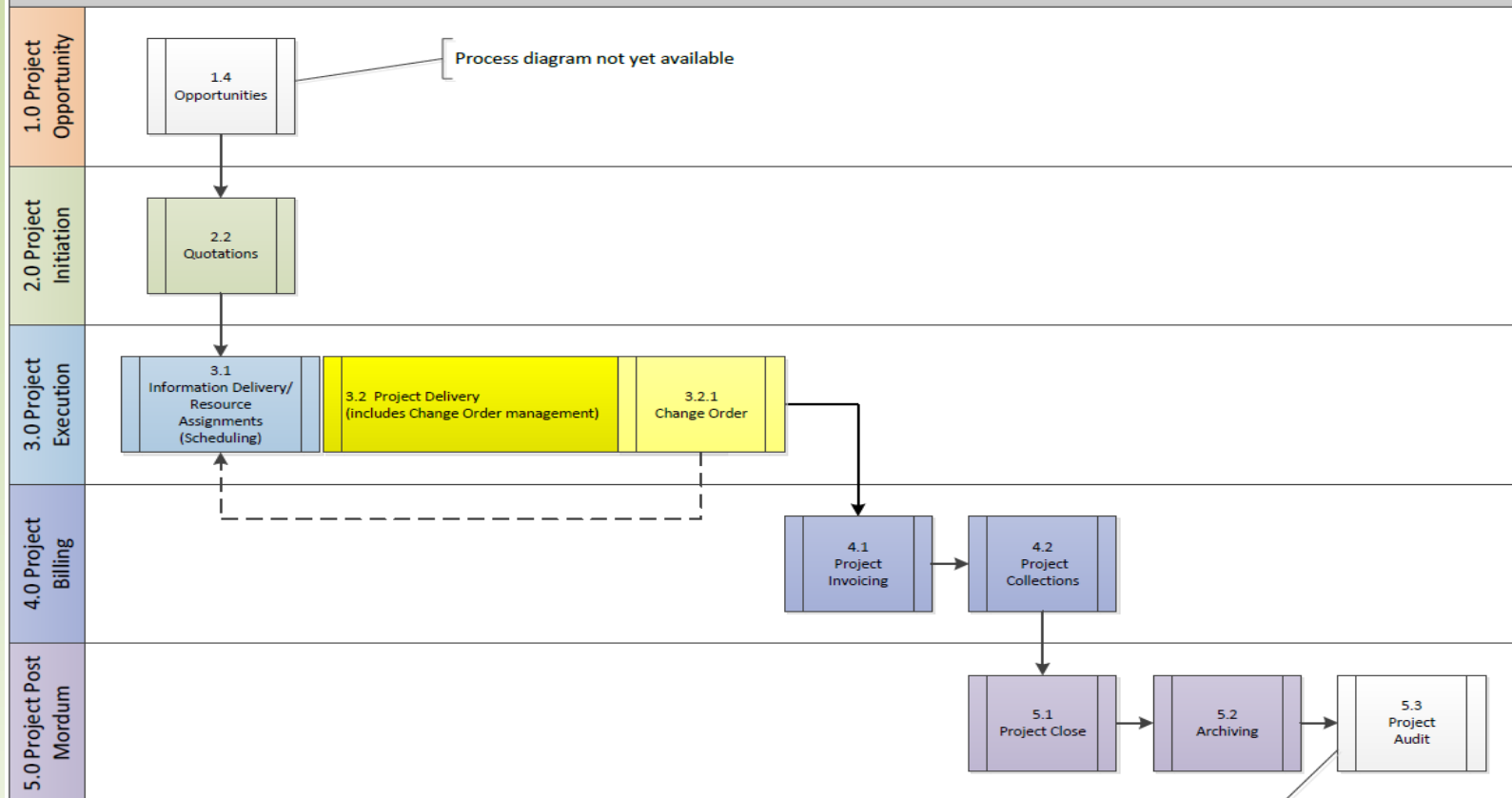
Future of OTIs

- Systematic Client Feedback
- Variety of Feedback Opportunities
- Increase # of OTIs



Case Study – Project Management

Braun Intertec **Project Management Process**



Case Study – Project Management

What Changed?

- Dedicated PMs – Defined roles and accountabilities
- More PIC responsibilities
- Introduced PM tools through ERP system
- Defined PM processes and expectations
- Used OTI process to continually improve

Case Study – Project Management

What Are the Results?

- DSO reduction of ~25%
- Reduced Finance corporate services %
- Increased employee engagement within Engineering*
- Increase customer satisfaction**
- Double digit revenue and margin growth per year

*Minneapolis StarTribune “Best Places to Work”, 2013, 2015

**Brand Analysis 2013-2015, BrandToolBox, Karl Speak



Questions?

