

Large General Contracting Company

Business Challenges

- This large construction firm manages and constructs multi-million dollar projects around the world. These projects generally entail bringing together owners, engineering firms, and architectural design professionals in a partnering process.
- Often, this "partnering process" occurs without defining and considering the expectations of each partner.
- It is difficult to overcome the adversarial relationships brought on by contract conditions that do not promote trust and long-term relationships.
- There is a focus on eliminating the need for the contractual parties to practice "Turf Protection," and instead to foster an atmosphere where business is conducted without hidden agendas, hostility, or fear.

Initiatives

- To create a more productive environment for all of our building Partners
- Reduce or eliminate conflicts of all kinds by improving the way we communicate with each other
- Reduce schedule blocks and re-work, thereby maintaining the approved construction schedule
- Lead the way for our partners (Client, Design Team, Inspection Agencies, and Subcontractors) in conducting business in a fair, open, and trusting way as the means to eliminate profit erosion, conflicts, and claims.
- Utilize "Partnering" as the means to accomplish our initiatives

Results

- In a "design-build" environment which included a government owner, we were able to resolve several major conflicts using AEx™ to expose hidden and unspoken expectations in "real time."
- Ongoing communications became much more interactive and without conflict.
- Tools from our partnering sessions are long lasting and are used by all parties almost daily to insure the success of each stake holder.
- A reduction in lost time and resources resolving "festered" conflicts, because most are resolved before they reach such a state.

Update

The company is well regarded for its ethical standards and continues to steadily increase its profit margins while maintaining a near zero level of customer complaints and no claims.