

A CASE STUDY

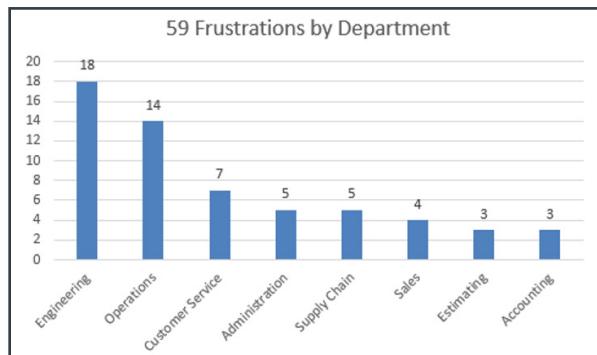
How a New York Commercial Roofing Company Increased Sales by 90% in 2 years by Setting a Solid Foundation for Growth and Scalability

CHALLENGE

With 130 employees and 20% year-over-year growth, the client needed to improve and streamline its operations in order to maintain a high level of customer service but didn't know where to begin.

APPROACH

Using D-MAPP™ the company rapidly assembled a comprehensive, current-state snapshot of its operations, which was analyzed to identify improvement opportunities. From there, projects were prioritized, operational metrics were established, improvement to process and communications began immediately, and a scorecard was implemented.



Big Discovery #1

There was a need to focus on standardizing and properly documenting the bid transfer process to eliminate rework and duplication of effort by project managers.

Big Discovery #2

There was a need to modernize the purchasing strategy to take advantage of volume discounts, more favorable payment terms and vendor-direct delivery.

Big Discovery #3

There was a need to improve communications and set consistent performance expectations for employees.

RESULTS

The company successfully **streamlined its system for managing materials inventory** through the full lifecycle.

Re-engineered bid transfer process to provide accurate, updated and timely information to the field staff eliminating delays, duplication and rework.

Designed a project staffing forecast that improved staff utilization and led to more improved project billing.

"The D-MAPP Program helped us transform a chaotic work flow into an organized structure that is built on trust and accountability. We are able to clearly define our processes and responsibilities to make sure we are working efficiently and using the right data to make decisions. Not only is information being shared faster than ever, we are seeing increased margins across our projects."



Scott Wolkowitz, President,
Wolkow Braker Roofing Corp

BENEFITS

0-3 Months

2:1

Initial ROI of 2:1 as a result of lower labor costs

3-5 Months

8:1

On track to hit ROI of 8:1 in just five months time

Exponential return on the D-MAPPING investment is commonplace in organizations.