

**QUALITY
UNDERSTANDING
EXCELLENCE
SATISFACTION
TEAMWORK**



Bloch Building
Nelson Atkins Museum of Art, Kansas City, MO

- **QUEST** is our Total Quality Management philosophy fully integrated in every part of our organization
- Focused on maximizing our efforts to deliver world-class products and services
- Committed to providing products and services to satisfy customer needs and expectations
- A pivotal ingredient in the success of our culture at E&K

KEY ELEMENTS OF OUR QUEST

- **Opportunities For Improvement** Giving every employee the opportunity to recommend enhancements to our policies and procedures
- **Best Practices** Encouraging innovation and allowing everyone to share unique insights and technical proficiencies
- Team atmosphere supporting our strategic initiatives
- Educational opportunities providing all employees with new skills to enhance their performance
- Employee and customer satisfaction surveys

TRAINING AND DEVELOPMENT

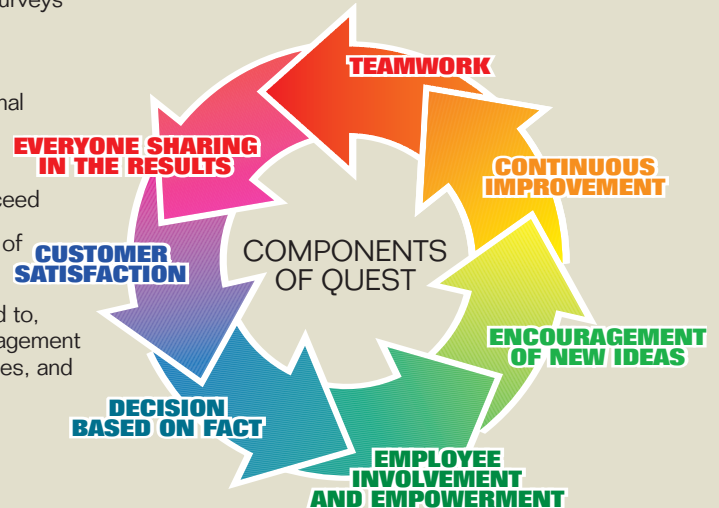
- Core purpose is to “develop exceptional people and lasting relationships”
- Strive to provide our employees with necessary skills and education to succeed
- Each employee offered over 40 hours of training each year
- Courseware includes, but is not limited to, **QUEST**, Safety, Technical Skills, Management Techniques, Computer and Technologies, and Sales and Marketing

THE VISION...

THE COMMITMENT...

THE RESULTS

- Providing our people the opportunity to develop their careers has resulted in a strong, qualified organization
- Every location has a full-time Training Director on staff actively supporting this process — in both the office and field environment
- Field teams conduct “on the job” training sessions each week, teaching others their craft and improving the quality of our products
- Our commitment to training demonstrates our leadership in the industry
- A long-term investment improves our company, as well as the construction industry as a whole
- Clients want their projects completed in a timely fashion, at a competitive price, with the highest quality outcome; through our **QUEST** process and strong commitment to training and development, we achieve our clients objectives, while continuing to build our reputation for excellence one project at a time





Vanguard Liberty Trust Bank, North Scottsdale, AZ

- We maintain a work environment that protects our employees, other individuals on the jobsite, and the general public from injury. To achieve this objective, management is dedicated to strict enforcement of the safety and substance-abuse policies and procedures.
- Our safety culture protects our employees and other individuals on jobsites from harm through education, awareness, involvement, and accountability
- Our management team is committed to a zero-tolerance safety philosophy
- Each office has a full-time Safety Director
- All jobs with more than 25 employees have a Safety Advisor on site
- Accidents rarely happen by accident. We instruct our employees on how to avoid them and how to prevent reoccurrence by conducting thorough accident investigations when they do occur.
- Safety Committees convene quarterly to bring employees and management together in a non-adversarial, cooperative effort to promote safety at each work site
- Through our hiring, orientation, and training practices, we strive to ensure all our employees are properly trained and capable of handling workplace requirements. We require eight hour Safety Training and First Aid/CPR; and offer OSHA 10- and 30-hour training.





Friendship Village, Tempe, AZ

APPROACH

- Service our clients by anticipating and exceeding their needs in all phases of construction
- Promote a quality construction process beginning with the design phase through our **detailed pre-construction services**
- Help to mitigate problems before they arise through our **dedicated project management**
- Provide a well-trained, productive, safe workforce through our **superior field management**

MANAGEMENT

DETAILED PRE-CONSTRUCTION SERVICES

- Assist in the creation and review of specifications and construction details
- Assist with budgeting and scheduling
- Educate the owner/architect on new product concepts
- Support owners, architects, and general contractors with their green initiatives
- Work with consultants to integrate our products and services into the design of the project

DEDICATED PROJECT MANAGEMENT

- Assist in scheduling
- Clear up any confusing details in advance of actual construction
- Act as a single-source contact point for our customers
- Assist in budgeting and processing of changes
- Act as a consultant to help the architect and owner achieve their vision

SUPERIOR FIELD MANAGEMENT

- Work with the general contractor to ensure that schedules are met
- Uphold our commitment to our Quality Assurance Program
- Promote and deliver a safe workforce
- Manage workforce to provide optimum productivity

