

Case Study: Stone Fabrication Organization

The Challenge

The company had an inexperienced management team. Growth was stagnant. The company was in the red financially even though their market held significant potential.

Solution Milestones

The Executive Leadership Development process provided them with their first ever vision, mission, and values statements. Each division established and achieved departmental long and short term goals.

Customer Service followed the Executive Leadership Development process where facilitation discussions uncovered that the owner's reluctance to delegate was resulting in angry customers and frustrated customer service people. This led to candid discussions with the owner who consented to empowering customer service people to remedy situations themselves.

Results/Outcomes

Customer Satisfaction surveys were installed, and within several months, ratings averaged 9+ on a 10 point scale. The following January, they set records for revenues and profit. They made more money in January than in the previous 18 months combined.

Follow-Up/Sustainability

In 4 subsequent years, the company has grown nearly 400%. We have used the Supervision Development process, Goal Planning Sessions, Ongoing Executive Coaching, and Sales Development processes to help drive improvements in other departments. They were a \$1.2 million company losing money when we began. They are now a growing, highly profitable \$5 million company setting their sights on becoming a \$10 million company.