

## Project Case Study



*Building A Tradition Since 1923*



### Challenge

Miller-Stauch was challenged to ensure total satisfaction and gain respect of a highly competitive and demanding ownership group. This challenge was compounded by a site acquisition issue delaying the intended start date.

The project developer (The National), the project coordinator (Associated Wholesale Grocers) and the retail owner/tenant (McKeevers) were under the gun to have this new prototype full-service grocery concept ready to open without a hitch, on time and on budget.

This prototype required maximum coordination with a number of owner provided equipment vendors. Timely installation of special equipment had to meet an extremely tight schedule, fight inclement weather, be hooked up and ready to perform without the normal run up period.

### Action

Miller-Stauch accepted these challenges as a true leader. Constant communication with all three stakeholders by the Miller-Stauch management team was crucial to the success of this schedule.

By an intensive focus on a combination of management skills, 24/7 communication and scheduling systems, the Miller-Stauch project team made certain the grocery store was a top performance on day one of opening to the public.

A work in progress punch list program was implemented to eliminate post construction startup issues and the project manager made certain all subcontractor follow-up commitments were delivered as promised.

### Result

To the complete and total satisfaction of everyone involved, Miller-Stauch completed the project on time and on budget.

By handling all obstacles with a positive attitude and practical proactive solutions before they became an issue, Miller-Stauch earned the admiration of the owners and the invitation to team up on future projects.

### Client Testimonial

*"Your style of dealing with your subcontractors and the many different stakeholders on this project is to be commended. No matter what the challenge, you met it head on with a positive outlook and a proposed solution...that is something that is not practiced by everyone in today's world."*