



Construction Break

Ideas & Information from Lundy Construction

Spring 2007

Medical Forum Best Practices

- 1) Marketing/Business Development
 - Do a market survey
 - Do a market plan
 - Create a strategy
 - Execute strategy
 - Develop a disciplined estimating and scheduling process
- 2) Retain experienced people... train them in current practices, issues and technology
- 3) Talk the language!
- 4) Implement contract and document control processes. e.g. Primavera Expedition
- 5) Get third party inspector involved early
- 6) Communicate, communicate... with your customer and team
- 7) Ensure strong mechanical, electrical & plumbing coordination and participation
- 8) Identify your differentiators and build a strategy around them
- 9) Seek referrals
- 10) Employ a TQM program or comparable continuous improvement process
- 11) Green is complementary competency



Lundy Leads Healthcare Forum In Orlando

Recently, at a North American Contractors conference on Best Practices, held in Orlando, Florida, CEO Sean Lundy facilitated the session on Healthcare. Sean used a structured approach to ensure maximum participation and to meet the needs of all attendees. Opening with introductions and capturing the participants' expectations, he was able to establish goals for the forum. He presented a market overview, defining how doing business in the healthcare market is different and highlighted the wide range of market entry points. Sean reviewed the M.P. Lundy Medical Strategy brief, identifying the necessary steps in developing a marketing plan and strategy. He then presented a case study of the Riverside Ambulatory Care Clinic here in Ottawa. The case study enabled the group to see firsthand the process of securing a project in a highly competitive healthcare market. It provided an overview, issues surrounding the acquisition and delivery of the project, expected outcomes, execution strategies and lessons learned.

The forum concluded by facilitating and capturing the best practices of the group (see sidebar). Feedback from the participants was very positive. Sean was congratulated on his organization and depth of knowledge and has been invited to the next session to host another forum on healthcare.

Sharing Best Practices

With our recent return from a contractors' "best practices" conference in Orlando, I'm often asked the question, "Why would you share your best ideas and techniques with others in your industry?" The answer is directly tied to our company's mission: To deliver the most positive construction experience possible to every one of our clients.

We are proud to tell our clients that we tirelessly look for ways to improve—and sharing best practices is a powerful means to that goal. Exchanging best practices makes the whole industry stronger, including Lundy. Competition makes us better and we are driven to provide the highest quality service and experience to our customers.

—Sean Lundy



Another Chapter In Our Four Decade History Begins

Signifying our commitment to continuous improvement and providing a top-notch team to our clients, Lundy is pleased to announce the appointment of **Gina Courtland** as Vice President Construction and **Don Anderson** as Vice President Business Development.

Gina has more than 17 years construction industry experience, during which time she has been involved with various high profile, multi-million dollar, multi-phase projects, including the Ottawa Corel Centre and Canada Post Place, and most recently the Ottawa Paramedics Services Headquarters Building, a P3 project with the City of Ottawa.

Company CEO Sean Lundy notes, "Gina is an expert in design-build, and her disciplined, structured approach to delivery based on the needs and goals of the customer is a perfect fit with our company's philosophy. Her knowledge of construction issues across every trade is vast, to say the least—and it doesn't take long for our customers to realize this adds up to smooth sailing on their projects.

Well known and respected in the industry, Gina has led commercial, industrial, institutional and military projects in Ontario and across the country. Prior to joining Lundy, she worked with ZW Group, and Aecon Buildings Ottawa, formerly Westeinde Construction Ltd., as Manager of the Design-Build Division.

Don Anderson brings a proven record of creating customer-focused contract solutions and market positioning for contracting corporations regionally, nationally and globally. Prior to joining Lundy, Anderson had more than 25 years of contracting experience in North America and seven years building customer-focused contracting and service organizations internationally. In November 2000, Anderson presented "Creating Customer Centric Enterprises" at the Hammer and Company Conference and Seminar in Boston, Mass.

Don will lead the company's market development efforts. "Our customers want energy and commitment from us, so that's the team I have built," says Lundy. "Don's approach to clients couldn't be better aligned to the Lundy vision of customer care. It means a great deal to me that, with Don's involvement, we are solidly projecting this commitment from the earliest stages of a project right through to final turnover, and beyond."



Pictured left to right: Don Anderson, Vice President Business Development; M.P. Lundy C.E.O., Sean Lundy; and Gina Courtland, Vice President Construction.

Since 1967, M.P. Lundy has been known for building quality and supporting its customers. Now under the leadership of Sean Lundy, the company is leveraging its reputation and focusing on various niche projects you will read about in *Construction Break*. In Sean's own words, "I want the company to excel where my competitors have trouble, so we are building a team of people who are capable of delivering the difficult projects in terms of schedule and logistics. I want us to be known as the contractor you can trust—the contractor with the team that backs up every promise, every commitment we make."



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