



## CLIENT TESTIMONY:

*"The engagement with Quality Positive has been very beneficial for our Business and their inputs and knowledge brings valuable insights to continuously improve our CJK Engineering operations."*

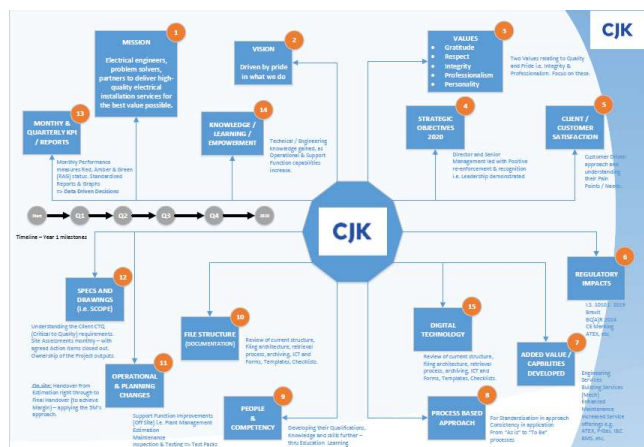
Eamonn Thornton - CJK Operations director

CLIENT: CJK

# OPERATIONAL BUSINESS EXCELLENCE & LEAN CONSTRUCTION JOURNEY DELIVERY

Founded in 1998, **CJK** is recognised as a leading provider of complex electrical contracting services within the construction industry and Industrial, Pharmaceutical, Commercial and Healthcare Sectors. CJK embrace new technology through BIM, LEAN Construction and off-site fabrication and are highly proficient in the installation of MV, LV and ELV systems and controls.

To continuously improve their business CJK engaged with Quality Positive to continuously improve their business and operational excellence. CJK understand that a business Management integrated with the lean approach provides the foundation for operational excellence by standardizing processes, instilling a culture of continuous improvement, focusing on connected Flow, stable processes, capability building and empowering workers on the shop floor. Quality positive developed for CJK an Implementation Roadmap 2020, as part of their **Operational Excellence and Lean Construction journey**



## QUALITY POSITIVE APPROACH & DELIVERY

The Quality Positive successful approach had the key deliveries:

- ❖ Gap analysis – Assessment of the current state analysis of the company (Feb 2020)
- ❖ Developed an Implementation Roadmap 2020 , as part of their Operational Excellence and Lean Construction journey, with key elements as follows:
  - Strategic Objectives agreed with directors for 2020 and 2021.
  - Review of Regulatory impacts incl. BREXIT Impacts to Construction
  - Development of Technical / engineering Capabilities
  - Creation of current “As Is” Operational and Support Function process flowcharts
  - Baseline Lean Assessment completed in 2020
  - Mentoring of Operational and Quality personnel, incl. Electrical QC Inspectors / Testers
  - Development of HR processes and Staff Competency Matrix
  - Supporting and Guiding Operational & Planning changes for Contracts Managers
- Updating of Project File structure and documentation SharePoint™ platform
- Review of Digital Technology processes, for further automation.
- Development of IT Implementation specification requirements and roll-out for Service Maintenance and Payroll processes – ABM System™
- Client Customer feedback and satisfaction followed-up, post Project completion.
- ❖ Development of a clear QA/QC Strategy 2024 document (for the next 3 years)
- ❖ Mentoring new Quality/Commissioning Lead within the company, to step up to the next level.
- ❖ Maintained ISO 9001: 2015 certification, at present.
- ❖ Further developing Lean Construction and Digital Automaton platform for Quality & LEAN management system – Kianda™.
- ❖ Driving further Continuous Improvement and sustainable growth across seven key Sectors in 2021.

*“The successful Quality Positive approach is particularly designed for each client and take into account the individuality and any special organisation’s requirements since every implementation is singular and every company has its own culture, and inheritance policies and systems, which will either support or delay the Operational excellence journey”.*

Martin Searson

CEO

