



MCR SERVICES, INC.
 MANAGEMENT • CONSTRUCTION • RENOVATION

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COMPANY DEVELOPMENT

When we started in 1995, we focused on construction management projects, training and consultation. This let us minimize our initial capital investment and build our company and team during the first couple of years. It also exposed us to the systems and processes used by all sorts of companies—including very large and successful construction firms and Fortune-list businesses.

The first order of business was to install management systems for planning and adopt our own processes. We have always placed strong emphasis on developing ourselves, so we are better equipped to focus on our client's needs.

This strategy let us develop the strongest possible team of experts and a sound business foundation. We have continued to improve our internal operations to maximize efficiency, improve communications and deliver our services on time and within budget:

Running the company should never interfere with running the projects.

By figuring out exactly what each company function is and what processes each needs to perform—and making sure that everyone knows these processes—we have kept the focus on bringing value to your project—and to you.

Identifying the “critical path” of vital actions that we need to perform and the sequence of logic that connects them, we are able to create Operational Efficiencies within the organization. Our goals include the ability to smooth delivery of our services, speed up the billing cycle and our payments to our suppliers and subcontractors and create confidence for our employees, working partners and customers.



ANATOMY OF A PROCESS

Any valid process must be able to be:

- ⊙ Replicated as required.
- ⊙ Dovetailed into other processes, so the exit points of any process are the entrance points of others.
- ⊙ Broken down into a collection of interrelated tasks, which solve a particular issue or concern.
- ⊙ Streamlined to remove counter-productive or unneeded actions.

VALUE OF A PROCESS

A process should perform the following:

- ⊙ Any process must preserve—and add—value to the overall product of the company.
- ⊙ A process should speed up company actions by increasing efficiency and lowering costs.
- ⊙ Processes must begin with our customers' needs and end with the fulfillment of those needs.

MCR COMPANY PROCESSES

We maintain six main operating processes:

- 1 Contacts & Relationships
- 2 Marketing & Sales
- 3 Estimating & Design
- 4 Project Management & Supervision
- 5 Accounting & Risk Management
- 6 Human Resources & Payroll



“I feel there is a true value in working with your organization as you construct a high quality product and are very knowledgeable of the process and procedures of the entire development process.”

Mark W. Catalano
 MBCS Properties, LLC



PROCESS
 (proh' – sèss)

- ⊙ A methodical, systematic series of formalized, goal-oriented actions.
- ⊙ Any series of progressive & interdependent steps to achieve a specific result.

PROCESS PROFILE
(OVERVIEW)