



Exceeda Consulting, Inc. Customer Spotlight Edition

A Customer Success Story



DiPrete Engineering

Engineers • Planners • Surveyors

DiPrete Engineering is a Civil Engineering, Environmental Engineering, Land Surveying, and Land Planning firm with offices in Cranston and Newport, RI. Through the implementation and utilization of Lean tools and techniques they have created an employee-empowered culture, significantly improved workflow and retooled their operation to truly differentiate themselves from the competition.

Recognizing the increased competitiveness in the market and the need to improve customer service, DiPrete Engineering embarked on a journey to improve their company's operation and help them become more efficient. In January 2010, they embraced Lean as the answer and have been working on Lean transformational activities ever since. The success or failure of building a Lean culture falls squarely on the shoulders of the business leaders. At DiPrete, President & CEO Dennis DiPrete, COO Hemant Ajbani and CFO Chris Ready, embraced Lean and understand how its solutions provide a culture for managing today's business challenges. DiPrete recognized that Lean is not just a 'manufacturing' solution but has significant value in service industries as well.

DiPrete has embraced the value of Lean and is transforming the culture of the organization to one that strives to continuously refine and improve their operations. This culture embraces employee empowerment and challenges employees to engage in an open and transparent type of environment.

Highlights of the DiPrete Engineering Lean Journey



Exceeda Consulting led DiPrete through a complete lean transformation over approximately 18 months. During the implementation the organization transformed to a more efficient, empowered organization with reduced costs and improved response to the customer.

Exceeda led and trained the staff at DiPrete through its first process mapping exercise. This exercise addressed the 'Proposal Writing' process. Using the map to identify and eliminate non-value added activities, better define roles, implement parallel processes and standardize operations, this map led to a 25% reduction in the time devoted to writing proposals. Response to the customer was greatly enhanced. DiPrete has now completed two additional

process maps and recognized significant improvements in the Survey Operations and Project Design Groups.

Using their newly acquired knowledge of problem solving methods by holding Kaizen events, they have addressed several business issues. Through a series of these events utilizing problem solving techniques including PDCA, DiPrete has been able to resolve over 50 business issues and problems



resulting in an average estimated savings of \$4,000 per Kaizen. At DiPrete, employees are now focused on making changes on a regular basis ...always improving productivity, safety and effectiveness while reducing waste. Chris Ready shared some thoughts on the transformation, *"It used to be that problem solving was considered management's responsibility, but thanks to the Lean training we received from Exceeda, we now have an entire workforce of problem solvers. All of our employees have been empowered to identify and eliminate waste, and to solve problems at their root case. We are a much more efficient company as a result and we've only begun to scratch the surface."*



Additional excellent results have been recognized with the implementation of Lean Filing at DiPrete. By converting to an electronic filing system and standardized file naming conventions, they have eliminated over 50% of the flat file cabinets, 25% of the regular file cabinets and are able to locate any file in 30 seconds or less. This efficiency reduces physical space as well as

lost information and improved response to the customer.

Exceeda worked with DiPrete to align their business strategies throughout the organization. By implementing Key Performance Indicators (KPIs), DiPrete is able to proactively monitor progress against the core business strategies and react quickly if necessary. Additionally, DiPrete is using the A3 tool to track and drive key actions aimed at achieving key business objectives as well as to drive action on key problem solving initiatives.

Dennis DiPrete recognizes the importance of Lean in the organization, *"Our clients are faced with many challenges today. If we can find ways for them to meet their objectives and lower their construction and design costs, we are helping them. If we can do this through standard processes in our business that are visible, repeatable and constantly improving, we are helping ourselves. The Lean tools taught to us by Exceeda helped change our culture to make this happen."*

Tom Pesaturo from Exceeda acknowledges that *"DiPrete's successful lean transformation solidifies that "Lean" is not limited to manufacturing and can significantly improve service businesses as well. DiPrete Engineering, by embracing Lean throughout the organization, has been able to truly differentiate itself from the competition by being able to respond quickly and effectively to customers' changing demands thereby, improving customer satisfaction."*

About Exceeda Consulting, Inc.

Exceeda Consulting, Inc. are experts in implementing lean tools, techniques and methodologies to maximize value and minimize waste in business processes to provide the greatest opportunity for profit improvement. Our true north is protecting jobs in America by helping companies stay competitive!

About DiPrete Engineering Associates, Inc.

DiPrete Engineering is a Civil Engineering, Environmental Engineering, Land Surveying, and Land Planning firm with offices in Cranston and Newport, RI. Dennis DiPrete formed DiPrete Engineering in 1988 with a focus on providing high quality solutions and building a solid reputation within the civil engineering and design world. The firm's primary focus is civil/environmental regulatory permitting. Our staff works as part of our client's team to accomplish their objective with a keen awareness of the value of time and at a high standard.

[Visit DiPrete Engineering Online](#)

Want a Tour of DiPrete Engineering?

DiPrete is a 'Lean' leader in the region. DiPrete strongly believes in giving back to the community and sharing lessons learned. They are happy to share the story of their lean transformation, the resulting advantages, and the lessons they have learned. Call Hemant or Chris to arrange your tour today at 401-943-1000.

Exceeda Consulting, Inc.

[Visit us online to learn more](#)

Office: 508-557-1803

Fax: 904-369-3155

Email: info@exceeda.net

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Exceeda Consulting, Inc. | 21 Donald Lewis Drive | Seekonk | MA | 02771