



# **People + Process + Tools = Success: Taking Quality to the Next Level**

Sue Klawans – Gilbane Building Company

## **Class Code: CO6756**

Excellent people drive a proactive quality program on a project. See how quality can be enhanced using BIM 360 Field with breakthrough thinking and big data.

## **Learning Objectives**

At the end of this class, you will be able to:

- Develop and execute strategies to improve quality
- Apply the equation “People + Process + Tools = Success” in your own organization
- Identify metrics and analysis that will lead to your own breakthrough thinking
- Apply learnings to the development of your own knowledge cycles

## **About the Speaker**

Sue Klawans is vice president and corporate director of Operational Excellence and Planning for Gilbane Building Company. Sue’s mission is to advance Gilbane’s signature principle of client advocacy through a lean approach that optimizes collaboration, efficiency, and innovation. With a vision to enable integrated, high-performance project teams, she oversees the annual strategic planning process, drives knowledge sharing, and oversees the Business Consulting Group. Sue has extensive construction experience in design phase planning and oversight; construction project management; and owner’s project management. She believes that client satisfaction and a relentless drive for excellence are what have distinguished Gilbane for the past 140 years and what will continue to distinguish Gilbane in the future.