

Peter Horch

Owner and President

Horch Roofing Inc, 2414 Camden Rd, Warren, ME 04864

Phone: (207) 273-1111

Email: peter@horchroofing.com

Project Summary: Lean East has supporting process improvements with the Horch Roofing team in multiple areas as the business grows and expands in Maine. The estimating process has been streamlined and standardized to improve customer service and outcomes. The repair process has been improved by the team for faster response times. We have trained the leadership team and helped them establish a dashboard of metrics that will help the business continue to improve in the areas of safety, quality, customer service, and cost. First year results resulted in revenue gains of 25% but profit gains of nearly 300%, more than doubling our initial improvement goals!

Project Timeline: 10/2018 to Present

Client Testimonial: “Lean East opened my eyes to a process-driven lean six sigma methodology that has had immediate impacts on my business. One of the keys to success has been Steve's ability to work with my diverse team and their many learning styles. He has effectively coached my office of executives, sales staff, and office personnel to think alike and understand their processes. I am convinced we will continue to be successful with the tools that Lean East has provided us. I confidently recommend Steve and the Lean East team for any service based/trades industry.”

Kim Scott

Owner and Managing Partner

Basham & Scott, 14 Maine St. Suite 413, Brunswick, ME 04011

Phone: (207) 449-1409

Email: kscott@bashamscott.com

Project Summary: Lean East began our engagement with the Basham & Scott team by conducting a business assessment and supporting a 4-day strategic planning session following the steps in the Lean East PERFORMANCE™ process. The Basham & Scott team rehired our team to support continuous improvement projects in three areas of the business and support organizational restructuring and development improvements (including job descriptions) for the company. Our team continues to support improvement projects, support Leadership Development training, and support the team in their operating system, including dashboards to help leadership measure what matters.

Project Timeline: 7/2020 to Present

Client Testimonial: “Basham & Scott is a growing firm with large national clients that needed strategic planning and operational improvement support. We chose the Lean East team to facilitate a multi-day strategic planning session that determined our priorities. Steve and the team are now helping us review and improve our processes and develop new leaders. We have already seen an improvement in how we use our data, measure the process, and engage our team so they understand their objectives. I highly recommend Lean East for growing businesses.”