

Rockford Memorial Hospital

Emergency Department Renovations

Schmeling Construction Co. was selected to be a team member in the extremely complex multi-phase remodeling of Rockford Memorial Hospital's Emergency Department. We were chosen because of our proven track record in construction containment, of occupied spaces. The project includes nine phases



that will last sixteen months. We are currently about half-way through. The complexity of this project comes from the fact that this E.D. is always busy and open

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CUSTOMER SERVICE

Having a business that offers the same basic services as most of our direct competitors has its challenges, especially in tough economic times. In order to become a leader in the industry one needs to offer something unique and that is value added service. We are passionate about our vision and that makes us different. Our vision statement simply states "Provide the Best Customer Service."

Schmeling Construction Co. feels that creating a personal yet professional relationship with our customers is the first of many steps to describe what customer service means to us.

Customer service also means:

1. Communicate, communicate, communicate
2. Always look out for the customers best interest
3. The customer is a team member and our goal is the customer's success.
4. Earn the customer's trust in everything you do.
5. Avoid change orders.
6. Take care of the customer's every need.
7. Always do as you say you are going to do.
8. Explain clearly what you are doing and why.
9. Keep a clean and safe jobsite as often you are seen as an extension of you customer's business.

These simple customer service rules along with our mission of Honesty, Integrity, excellence and commitment help us stand out in an industry that is most often viewed as a commodity.

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24/7. There are also multiple departments, such as the Lab and IT that perform services within the E.D. and they all require coordination of their function throughout the transition to the new space. We also need to deal with multiple IDPH inspections and continuous infection control.

We are currently in the middle of one of the most complicated and disruptive phases, the new reception area and new trauma rooms. The last phase set up temporary traumas and reception areas as this department cannot operate without either. Our next phase includes two new exam rooms and an entirely new central control station that the entire staff works out of at one time or another.

The key to the success of this project has been the cooperation of all of the team members. We are scheduled to be substantially complete by the end of this year.

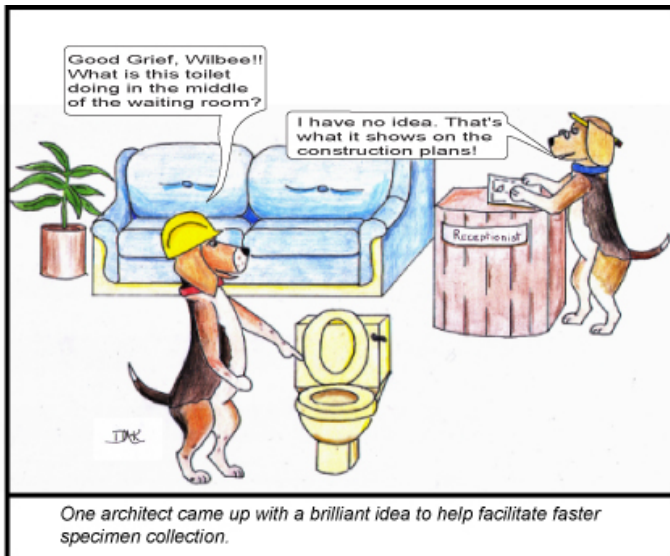
It is extremely important that when you enter into a relationship with a contractor where you are often spending millions of dollars and having to spend possibly a year of your life in this professional relationship that you look beyond just price and look at service.

Thank you for taking time to read our newsletter.

Very Truly Yours,



Stephen E. Schmeling



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