



RESULTS STORY



CAVU International has been partnered with Port Houston since 2017 to establish a “World Class” Port Houston team with great people, processes, partnerships, and systems to guarantee capital efficiency, capital effectiveness, and expense stewardship. CAVU is focusing its “High Reliability” best practices on implementing a continuous improvement culture within Port Houston’s Infrastructure and Commercial Divisions.

Challenge:

Port Houston has a rich cultural background and a history of organizational changes dating back to 1909. In an effort to “sharpen their sword,” Port Houston leadership identified opportunities for improvement in communication, ownership, procedural standardization, and continuous improvement.

Actions:

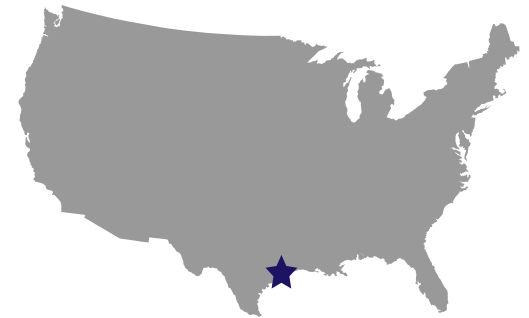
CAVU addressed these opportunities by focusing on three of the Infrastructure Division’s major job functions; Project Management, Construction Management, and Project Controls. Through on-site coaching and mentoring, CAVU facilitated discussions centered on improvement in the following key areas:

- Leadership accountability, expectation setting, and team alignment
- Continuous improvement, process refinement, and application of “LEAN-Sigma” principles
- Process execution, critical checklist development, and key performance indicators
- Situational awareness, teamwork, and cultural sustainment

Results:

Throughout the three-year program, the CAVU Continuous Performance Improvement initiative has resulted in a more resilient, collaborative, and effective Port Houston organization fueled by a strong focus on accountability and ownership. Specific accomplishments include:

- The Project Construction Management (PCM) team awarded 94% of the Capital Improvement Project (CIP) target totaling \$179 Million — a 68% improvement over 2018.
- Creation and implementation of a PCM Guide standardizing roles and responsibilities for the Project Managers, Construction Managers, Inspectors, and Project Controls – improving ownership by “Knowing what you own”
- Improved team accountability through metric identification and Key Performance Indicator (KPI) tracking
- Improved project performance “Scope/Time/Price” through critical path checklist implementation
- Established continuous improvement culture through a Plan/Do/Check/ Improve mindset



KEY CAPABILITIES:

CAVU coaches and mentors are proven leaders with decades of experience in industry and the military, leading men and women in nearly every kind of challenging environment. We love building winning teams and we can help your executives, directors, and supervisors lead winning teams as well.