



## **GRANITE CITY ELECTRIC SUPPLY**

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We helped GCE improve sales by over 60%, reduce dead inventory by 32%, and reduce billing discrepancies by more than 50%. The company strengthened leadership, teamwork and productivity by using PGI performance management strategies.

### **Business Challenge**

Granite City Electric Supply provides electrical supplies and services throughout New England and to the Boston Red Sox's Fenway Park.

President Steve Helle had a vision of making this family owned retail operation into a world-class enterprise that could compete with the likes of Home Depot and Lowes. He needed to improve operational efficiency and create a performance dashboard as the company opened more and more satellite operations. His top goals were to increase sales revenue, eliminate dead stock, and reduce billing errors.

### **The PGI Solution**

PGI led an executive retreat with senior management to analyze strategy and identify Key Drivers for future success. Strategic goals were set, and the entire management team was trained in techniques to improve processes, measure and communicate results, and create incentive systems to recognize performance. Teams of employees created new, improved processes. Accountability meetings were scheduled and co-facilitated by PGI staff. Results included improved sales, improved delivery, enhanced internal customer service, reductions in operational errors and overhead, and increased revenue generation.