

## GAP ANALYSIS DRIVES QMS IMPROVEMENTS FOR DRAPER ADEN ASSOCIATES

**ABOUT DRAPER ADEN ASSOCIATES INC.** Draper Aden Associates (DAA) started as a civil engineering firm, founded in 1972 in Blacksburg, Virginia. Today, it has grown into a full-service consulting engineering firm with locations throughout Virginia and North Carolina with clients across the Mid-Atlantic region. The company's core services include engineering, surveying, and environmental services.

**THE CHALLENGE.** DAA experienced significant growth through acquisition over the last few years. Leadership recognized the need to develop a quality management system (QMS) to mitigate the risk of legal claims. DAA approached GENEDGE, part of the MEP National Network™, about achieving ISO 9001 certification as a method of quality improvement and to match other firms in the industry.

**MEP CENTER'S ROLE.** GENEDGE suggested using ISO 10006:2017 "Quality Management - Guidelines for Quality Management in Projects" instead of ISO 9001, since DAA is project focused and ISO 10006:2017 would have the most impact for their clients. In addition, the terminology utilized in ISO 10006:2017 would be more familiar and relatable across the company with the option for certification, if desired.

"Our experience with GENEDGE has been very positive. Prior to learning of their services, we struggled to find effective ways to improve our project management skills and create an improved culture of quality. GENEDGE's expertise steered us in the right direction. We are now confident that we understand how to accomplish our goals."

-Ken Piazza, VP/COO/Managing Principal

## RESULTS



\$10,500,000 in increased or retained sales



\$4,000,000 in cost savings



\$300,000 in new investment



10 created or retained jobs

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