



VN Services®
A Project Support Company

Quarterly

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Cleveland | Detroit | Pittsburgh | Chicago | Kansas City | Baltimore | Nashville

Volume 2 - Issue 2

For Your Information

VN Services' Bob Vail recently participated in two seminars. The first presentation, "Construction Law for Attorneys in Ohio", was given in Cleveland on May 2nd in concert with: Barry J. Miller from Benesch, Friedlander, Coplan & Arnoff LLP; Andrew J. Natale from Frantz Ward LLP; and Royce R. Remington from Hahn Loeser & Parks, LLP. The second seminar, on project documentation, was the result of an invitation by Ed Filer from Fagel & Haber to speak to the construction law portion of the Chicago Bar Association.

Mr. Vail's presentations focused on the use of graphics to clearly make your point in a dispute. In a claim, it is imperative to show the change that occurred. Most parties are good at presenting what occurred, but it is



just as important to demonstrate why it occurred. The use of graphics makes this point in a vivid and easily understood manner, and that facilitates a timely and equitable resolution to the dispute.

Articles Of Interest

"Why Can't My Company Change?" American Institute of Contractors Newsletter, Spring 03 Vol XXXII, Number 1

The article cited why companies struggle to make changes that would benefit them and offered suggestions on how to facilitate change. According to the article, when creating change companies repeatedly run into the same problems. "The reason is that they are trying to cure the symptom and not the disease. They are attempting to change actions rather than behavior."

To facilitate change, a five step process is suggested. First, communicate at all levels why the change is needed and demonstrate how it will benefit the individual and the organization. Next, implement the change on a small scale and use that as an example for the organization.

Don't try to change the entire company at once. Third, reinforce the desired behavior so the company knows what is expected and rewarded, positive reinforcement is critical. Next, all employees must be held accountable for following the new process and behaviors. "If one employee is allowed to be the exception, others will soon follow." Finally, measure the change in process and how often it is occurring properly. Convey the results to the organization and congratulate employees for good performance. "This reinforces the company's commitment to change and conveys to the employees that it is not going away." Lasting change is a difficult process. It requires commitment, patience and a shift in culture.

Supporting More Than Projects

Along with his wife and a group of their friends, VN Services' Tucker Elliott participated in a 7 mile walk/run on April 9th to raise money for the MS Ohio Buckeye Chapter. This was the third year they took part, and together they raised over \$2,500. The chapter serves 8,000 people afflicted with MS in 36 counties and funds medical research,



Front: Lisa Elliott, June Seech, Lynne Ernes
Back: Tucker Elliott, Tom Robinson, Rusty Seech, Dave Ernes

equipment, support groups, and educational materials. According to chapter President, Janet Kramer, the 800 walkers raised \$73,000. Across the state, 7,700 walkers brought in close to \$1,000,000! Tucker and his team are making a difference in the lives of our neighbors, and you can too. If you would like more information, please call 1-800-667-7131.



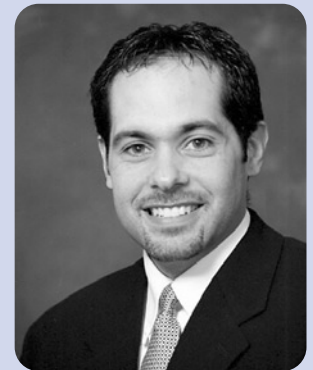
Is Now



Allow Us To Introduce

Mark Cummings

Mark joined VN Services in 2000 as a project management specialist. He is a Bowling Green State University graduate with a B.S. in Technology, majoring in Construction Management and Architectural Design. Mark provides



both Critical Path Method scheduling and claims support work at VN Services. His professional approach and attention to detail have benefited both VN Services and our clients. Along with being a Professional Affiliate member of the American Institute of Architects, Mark is active with his church and enjoys playing softball.

VN Services Quarterly is a publication for our employees, clients and friends with a circulation in excess of 2,500.

To find out more about us, visit our website at www.vn-services.com, or call (440) 729-0514.

We would like to hear from you. To submit article suggestions, contact Tom Williams at Ext.28

From the President's Desk

VN Services has been involved in 500+ projects, and over seventy five of them dealt with health care facilities. These projects are meaningful to all of us because they have a positive impact on people's lives, and help bring hope to a desperate situation. Everyone wants to make a difference, and we hope that in some small way, our work does.

— Robert Vail



Working Together

Along with our affiliations to AAA, AGC, AIA, AIC, CEA, MBA and PMI, VN Services has joined The Cleveland Builder's Exchange (BX) and The Construction Association of Michigan (C.A.M.). These groups provide excellent information on existing and

upcoming construction projects in the Cleveland and Detroit metropolitan areas. We look forward to taking an active role in these organizations and continuing to grow our relationships in the construction industry.

Recent Projects

Seminar on Construction Law
Lorman

Pittsburgh Sports and Exhibition Authority
AMEC

Amanda School District
Keidel & Co.

Detroit Public Schools / New School
Triangle Electric

Veridian Corporation
DeMattia Group

Seminar on Documentation
Chicago Bar Association

Bay Village Middle School
Inland Electric

School Expansion
Garfield Heights Board of Education

“Quote” of the Month

*“Greatness is not in where we stand,
but in what direction we are moving”*
— Oliver Wendell Holmes

Here We Grow Again

As we have expanded over the past two years and with the planned addition of at least one more person to our Contract Staffing team in the coming months, VN Services has outgrown our present facility. As a result, we will be moving into larger accommodations this summer. We will send a mailing with our new address and information, so keep an eye out for the announcement!

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