



# SUSAN KLAWANS SK LEAN



Sue has over 35 years' experience as a general contractor, construction manager at risk, Owner's program manager, senior executive, and Lean strategist.

As a contractor, Sue managed a portfolio and teams to deliver multiple projects on time, on budget, and with high client satisfaction in markets including corporate office, data center, life science, K-12, higher education, and healthcare. As an Owner's program manager, she has led all aspects of planning, design and construction, including initial project programming and approval, RFP/RFQ and selection, user group engagement and management, design phase planning and estimating, guaranteed maximum price preparation and approval, detailed budget and cost management throughout the project life cycle, procurement, scheduling and phasing, construction project management and site supervision, quality control, closeout, and lessons learned.

As an executive and consultant, Sue has facilitated strategic planning and development of key performance indicators. She has created and implemented Lean development programs and provided strategic vision and leadership for programs in operational excellence, quality, knowledge sharing, innovation-into-practice, process improvement, client satisfaction, business intelligence, and operational playbooks.

Sue has volunteered as a leader in multiple industry organizations, including key roles with Associated General Contractors of America (AGC); as a founding member of the Construction Quality Executives Council; as a board member of the National Institute of Building Sciences; and in the core leadership group for the publication, "Integrated Project Delivery: An Action Guide for Leaders."

## COURSES TAUGHT

Construction Process Management  
Construction Team Selection  
Design-Bid-Build (How To Make It Work Well)

Design Process Management  
Lean for Owners  
Project Closeout