



### **Client:**

The Air-Conditioning, Heating, and Refrigeration Institute (AHRI) is a globally recognized trade association representing manufacturers of HVACR and water heating equipment. Its membership of more than 300 companies provide over 90% of HVACR equipment in the U.S. AHRI also administers world-renowned energy-efficiency certification programs for HVACR and water heating equipment, which includes close to 900 licensees.



### **The Challenge:**

- Organizational changes and new engineering staff required training in the following areas:
  - Project management best practices
  - Certification program administration and processes
  - Service delivery and task execution
- Needed to maintain high quality of service and work output during transition

### **Our Solution:**

NeuStrat&PM designed and executed a tailored 6-month training plan to educate, train, and elevate new staff's knowledge of certification processes, project management methodologies, and best practices as well as business strategy. The engagement included:

- Weekly training sessions followed by customized take-home assessments
- Follow-up with individuals failing assessments to ensure knowledge was effectively acquired
- One-on-one sessions on specific topics with selected staff members as needed
- Feedback on individuals' performance to direct reports and senior executives
- Management recommendations to direct reports and senior executives



### **Results:**

- All participants completed and passed follow-up skills and knowledge assessments
- Limited service disruption through efficient onboarding of new hires
- Drastically reduced turnover rate within the engineering team

### **Client Testimony:**

"AHRI had just hired a significant number of new engineers and project coordinators who needed immediate and tailored training. NeuStrat&PM was able to quickly prepare and deliver a comprehensive training program that allowed us to minimize service disruption and bring our new hires up to speed quickly on certification processes and project management best practices. NeuStrat&PM helped our team become more effective, and participants found the program to be both engaging and energizing." — John Lanier, COO

### **About NeuStrat&PM:**

NeuStrat&PM is a boutique business strategy and project management consulting firm that provides expert comprehensive services in project and program management, project portfolio management, process improvement, strategy formulation, and strategic planning.

Founded by Marc Neufcourt in 2017, our company has earned the trust of its clients by providing outstanding project management and strategy services that consistently exceed clients' expectations.