



## Client Testimonial after Implementation of APEC

“There has been a real evolution in individuals and in AFG, in general. They have added staff – not just bodies but staff that are real assets to us. We’ve been in a year of transition; We thought we had specific projects identified. The projects shifted and AFG is good at staying productive and flexible.”

*Joyce Long,  
Laboratory Team Chief,  
National Institute of Allergy and  
Infectious Diseases (NIAID)*

# The APEC Program

*AFG’s formal independent quality assurance program ensures the highest levels of client satisfaction.*

A common lesson learned from complex construction projects is that early intervention and frequent communication would have easily prevented many of the challenges encountered.

The **Achieving Performance Excellence through Collaboration (APEC)** Program is AFG’s proprietary, high-impact Quality Assurance process that offers a solutions-based approach to facilitating proactive performance excellence, open communication, and identification of client concerns before they become issues. It is an on-going, near real time, non-confrontational, qualitative and quantitative feedback tool.

Each Project and Project Team are unique, that is why at the heart of AFG’s APEC Program are two key objectives, a) what critical performance factors are important to the client; and b) how can AFG create value, exceed expectations, deliver excellent customer service, and optimize project outcomes.

The APEC process involves the following steps:

1. APEC Introduction	2. Discovery	3. Action Plan	4. Continuous Collaboration
<ul style="list-style-type: none"> <li>Familiarize &amp; review with the client discovery questions, and revise as necessary</li> <li>Establish “neutral 3<sup>rd</sup> party” framework and collaborate with clients on identifying their priorities</li> <li>Schedule regular APEC meetings with AFG project manager(s) &amp; client stakeholders</li> </ul>	<ul style="list-style-type: none"> <li>Capture qualitative insights and quantitative measurements of key performance priorities as defined by the client</li> <li>Validate client’s critical performance factors and success criteria</li> <li>Identify strengths and opportunities for improvement</li> <li>APEC team communicates findings with AFG project team</li> </ul>	<ul style="list-style-type: none"> <li>AFG project manager formulates a responsive solution, develops action plan, identifies resources, and creates implementation schedule</li> <li>AFG project manager reviews solutions with APEC team and client</li> <li>AFG project team executes solution and APEC team measures and reviews performance with the client</li> </ul>	<ul style="list-style-type: none"> <li>APEC team continues collaborating with the client through regularly scheduled meetings at key project milestones</li> <li>Evaluation, solution implementation, and client satisfaction cycle continues</li> </ul>

AFG has been integrating various APEC solutions for years with clients such as the U.S. General Services Administration (GSA) and the National Institute of Allergy and Infectious Diseases (NIAID). APEC provides an invaluable advantage for clients seeking successful project delivery. APEC is **simple, collaborative, and effective.**

*For more information on APEC and establishing it on your upcoming project, contact Matt Oviatt, Vice President for Strategic Development at [moviatt@afgcm.com](mailto:moviatt@afgcm.com) or 703.343.0215.*

