



TARGET

PROJECT SNAPSHOT:

Description:

Service and maintenance

Owner:

Target Corporation

Jason Gilbert, a Grunau service and maintenance technician, tightens electrical connections at the Target store on Chase Avenue in Milwaukee.



GRUNAU COMPANY TARGETS LONG-TERM RELATIONSHIP

PROJECT OVERVIEW

Grunau Company's service and maintenance team has a 30-year working relationship with Target Corporation throughout Southeastern Wisconsin.

SITUATION

Grunau's long-time service work at 14 Milwaukee-area Target stores is more than just a sign of customer loyalty—it is a reflection of a productive and effective business relationship. During one particular situation, the Grunau service team was called on to replace HVAC equipment that was outdated and past its life expectancy. The new equipment was so different than the old system that it had to be supported by a platform that was 3 feet higher than the roof. Grunau found a solution to the challenging installation by calling on Grunau Metals to fabricate and install the structural steel platform and a custom catwalk so the equipment could be accessed and maintained regularly. Target was impressed that Grunau was capable of installing the equipment and fabricating the catwalk without calling on any subcontractors. Grunau also is on a regular schedule to maintain all 14 stores' rooftop equipment. Each store systematically receives service in mid-spring, summer and fall. At the end of 2003, Grunau finished a complete change out of all primary sales floor equipment in all stores that were 15 or more years old.

RESULTS

In 1997, Grunau received Target's national contractor of the year award, an honor that singled out Grunau from scores of contractors nationwide. Target is pleased that Grunau has many capabilities under one roof, says Kurt Fies, a Grunau Company service sales representative. "We do what it takes to get their jobs done." Grunau's relationship with Target is one strengthened by time, commitment and results.

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