

Impact Story

JOURNEY GROUP

The Journey Group is a full-service construction group headquartered in Sioux Falls, SD with six divisions offering general, commercial, manufacturing, industrial, civil, residential and asphalt construction services in the Upper Midwest and nationwide.



CHALLENGES

- Operational Optimization
- Growth Management
- Strategic Planning

“Keystone held our executive leaders accountable for glossing over the real issues. They are good at digging in and making sure we are talking about the right stuff. We weren’t frustrated with any particular situation; we were frustrated with core causes. We just couldn’t see it.

We were held accountable, and we got to the core issue.”

JOLENE SMITH

Human Resources Director
Journey Construction

KEYSTONE SOLUTION

Keystone facilitated an honest look at strategic misalignments and operational gaps through conversations with Journey Group’s Executive Team, ongoing quarterly meetings, and an in-depth culture survey. With Journey Group, they pushed past the obvious bottlenecks to unearth and address root problems. With underlying issues discerned, immediately actionable plans were crafted to address and move through these challenges.

Keystone supported the full and appropriate utilization of Journey’s operating system, helping the company realize the full range of benefits. They highlighted the need to create visionary, long-term goals to guide short-term plans, helping Journey harness their collective insight and creative energy to fully integrate acquired sectors and unlock stymied growth opportunities.

AREAS OF IMPACT

One

Organized and intuitive Operating System implementation

Two

Growth initiatives discerned and prioritized

Three

Day-to-day operations aligned with strategic vision

Four

Improved openness and clarity of communication