



MENTE Group and RRAD collaboration promises dramatically enhanced completion management solution for VVIP & Head of State customers.

E-First / White Glove is an advanced high-value, full range completion management service being jointly rolled out by MENTE Group and RRAD. It is specifically aimed at de-risking large VVIP design / build projects. But according to the principals of both firms, it is more than subtle process refinements; it's a complete reform in efficiency models for both narrow and wide-body VVIP / Head of State programs.

According to MENTE and RRAD's principals, E-First / White Glove is not merely a tag-line for entering the VVIP completion management space, but one that represents a dramatic reform of current process models, one that will elevate the overall experience and outcome of its customers.

The tag E-First In its literal inception simply meant "Engineering First". It defines a revision in process whereby engineering and design were brought together from the very first moments of a project. The goal was (and is) to eliminate huge stumbling blocks in large VVIP projects by involving preliminary engineering reviews of the designer's early concept designs so that inordinately expensive or regulatory-challenged proposals could be addressed long before they became stifling issues downstream. As simple and obvious as it may seem, this one re-arrangement in the start gate is literally project-altering, saving huge dollars, agony between factions and debilitating (and often unrecoverable) schedule impacts. E-First represents a paradigm shift in VVIP completion management.

"Today however, the concept has evolved significantly" says MENTE's Vice President of Program Management, Vice Restivo. "E-First now fully embraces not only *engineering*, but *certification* and *budget*. That is to say, all the paramount drivers married way up within the very earliest moments of a project."

But while a project's front end is vitally important in setting out a smoother ride, says Mr. Restivo, so too are all the remaining downstream production aspects. MENTE has a rich project history in top-tier business jet completions and we're now bringing those assets to the green completions market. "This heavy experiential background brings a robust Completion Management program with proven tools developed over many years. These close range process tools ensure that 1) prescribed quality levels are met across the board, that 2) schedule integrity is closely-managed via early issue identification and recovery techniques - and 3) by employing advanced cost controls that don't allow budgetary issues to creep up. E-First is predictive and proactive in identifying issues today that, left unresolved, become huge program risks later. Our focus" says Restivo, "is on creating stability...in what is often a destabilized setting."

According to the principals of both MENTE and RRAD, E-First / White Glove is a high-level offering for VVIP customers that specifically has targeted *and reformed* many of the debilitating stumbling blocks and process inefficiencies in these complex programs. The result they say, is a smoother ride for the owner and a more predictable (and therefore profitable) program for the centers and the design studios involved. "Our goal" says Mr. Roseman, RRAD's founder "is to put an end to the out of control schedule and cost overruns that have become all too common in today's green completion environment. We will accomplish this by carefully stewarding our customers' resources and utilizing a combination of both historically proven and revolutionary new processes...refined and predictive processes that span the first moments of aesthetic design all the way to re-delivery and fly-away. "And the icing on the cake", concludes Restivo, "is the *White Glove* component, an absolute redefinition of customer care wherein we combine our advanced technical offering with a level of customer interface and responsiveness that frankly hasn't been around in decades and truly matches the dollars our customers are spending."

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