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BUILDING VALUE

The year 2008 marked a 90-year milestone for Hansen Yuncken, one of Australia's largest privately-owned construction companies.

Hansen Yuncken operates nationally with offices in Victoria, New South Wales, South Australia, Tasmania and Queensland and directly employs over 600 staff.

Since its inception in 1918, the company has completed over 4000 projects and boasts an annual turnover exceeding \$800 million. The business began as a partnership between Lauritz Hansen and Otto Yuncken in Melbourne, where the Hansen Yuncken name quickly became known for its innovative solutions to difficult problems – a reputation that continues

today. The company has proudly retained its tradition of quality and integrity that was established at its inception, although the company's methods have continued to change and progress over time.

The Hansen Yuncken philosophy is one of fair dealing, high-quality client service and building value. Peter Hansen, Chairman of Hansen Yuncken, believes that the company's success comes down to its people.

"Techniques and technologies change, but the basic



Marion Cultural Centre, SA

principles of ethical behaviour, respect for fellow employees, respect for customers, hard work, teamwork, loyalty and pride in your work and company, have not,” Peter conveys. “These principals remain the bedrock at Hansen Yuncken.”

The company has maintained a competitive advantage over the years due to their commitment in developing and maintaining long-term associations. Relationships are the foundation of the company’s longevity, earning the company a reputation for being a diligent, responsive and innovative contracting organisation. Focusing on achieving their clients’ project objectives has always paramount at Hansen Yuncken, as is high-quality work that results in repeat business. “Due to ongoing relationships that are maintained with existing suppliers and subcontractors, we are able to provide a service to the clients where we can ensure a quality product is maintained,” says Ziad Ghenim, Project Manager for Hansen Yuncken.

Ziad, in regards to the importance of a reliable and efficient supply chain.

“Without good suppliers and subcontractors, we would be unable to produce a quality product that the end user (client) will be satisfied with. It is very important to Hansen Yuncken that quality suppliers and subcontractors are used and in light of this, we continue to build relationships with both existing and new suppliers and subcontractors who are able to service our needs.

“Obviously in such a demanding industry, relationships do fail and some do flourish. We have a good relationship with most of our suppliers and subcontractors, however this is marred by a few that didn’t perform so well. We tend to pursue further relationships with those that perform well onsite.”

Hansen Yuncken has extensive experience in a wide range of project delivery methods and are able to tailor various procurement strategies to meet the specific needs of their clients and

THE COMPANY HAS MAINTAINED A COMPETITIVE ADVANTAGE OVER THE YEARS DUE TO THEIR COMMITMENT IN DEVELOPING AND MAINTAINING LONG – TERM ASSOCIATIONS.

“We tend to have continued work relations with repeat clients who demand quality products. By using the correct suppliers and subcontractors, we are assured repeat business. We have completed several projects for several different clients in areas such as defence, industrial and aged care. In a competitive market, this has placed Hansen Yuncken in a favourable position within the construction industry.”

A large factor in the business’ achievement is their successful supplier relationships.

“You’re only as good as your suppliers and subcontractors’ is a common quote used in the construction industry,” says

projects. Delivery methods are constantly evolving and becoming more sophisticated and Hansen Yuncken has positioned themselves at the forefront of this innovation.

“The company has benefited from being at the leading edge of technology and innovative delivery methods, which is one of the main points of difference that sets Hansen Yuncken apart from its competitors,” comments Peter Kennedy, Chief Executive of Hansen Yuncken.

“In recent years, a desire to improve efficiency has motivated the company to enhance its systems and procedures in



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“At Glavcom we have valuable employees with over 40 years experience combined with the latest computerised technology, which allows us to produce a high-quality product.

Hansen Yuncken, as well as many of our builders and architects, trusts Glavcom to accurately assess the design, construction and budget making recommendations needed to produce a high-quality product within the budget and the delivery time frame.

“We believe our excellence in design, quality and our ability to meet delivery expectations are factors that increases our working relationship with progressive companies with an eye for detail and quality, such as Hansen Yuncken.

“Glavcom is a company that does not take factors such as these lightly, which is why Glavcom is a leading furniture manufacturing company today.”

Ross Monteleone, Director, Glavcom Pty Ltd

combination with comprehensive training. As a result, Hansen Yuncken now boasts an enhanced ability to manage projects more effectively and reduce risk.”

Specialist staff are qualified and experienced across a range of delivery methods and the requirements and intricacies of each method are understood thoroughly – encouraging best practise results for the company, supplier and most importantly – the client.

“Efficient supply is important to Hansen Yuncken as it is a driving force in achieving target dates,” says Ziad. “Materials and services which are delivered and performed on time assist with a more accurate level of coordination on the job site. There are critical dates which need to be maintained to ensure the project is completed on time. In the event that materials or services cannot achieve a target date, we need to look at alternative methods to ensure minimal time is lost. Upfront disclosure of potential delays needs to be realised earlier to ensure that we are able to manage the time lost.”

Comprehensive procedures and

operating systems have been developed to manage the particular needs of each project and to assist clients in making informed decisions. Hansen Yuncken demonstrates cost competitiveness and efficiency in the implementation of all delivery methods and is particularly diligent when it comes to optimal supply chain management practises.

“We maintain a database of existing suppliers and subcontractors who are logged into a database that identify which projects they have worked on for Hansen Yuncken,” Ziad explains. “We are then able to use this database to select the supplier or subcontractor based on performance, quality, OH&S and time.”

Previous performance on Hansen Yuncken projects, reference checks, ability to meet program dates and resource and material availability are all important aspects Hansen Yuncken considers when assessing their supply base to make sure that clients will achieve the best outcomes for their project delivery and facility operation.

Over the course of nine decades,

“IN THE CONSTRUCTION INDUSTRY IT’S A WELL-KNOWN FACT THAT IF YOU START RIGHT YOU USUALLY FINISH RIGHT.”
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“THE COMPANY HAS BENEFITED FROM BEING AT THE LEADING EDGE OF TECHNOLOGY AND INNOVATIVE DELIVERY METHODS, WHICH IS ONE OF THE MAIN POINTS OF DIFFERENCE THAT SETS HANSEN YUNCKEN APART FROM ITS COMPETITORS.”

Peter Kennedy



Hansen Yuncken has been a long-term contributor to the development of the Building Industry. The company has contributed at both National and State levels in senior and committee roles on organisations such as the Master Builders, the Australian Institute of Building, the Property Council and more recently to organisations such as the Green Building Council of Australia. The organisation is one that constantly strives for a better industry and has contributed a great deal to the landscape of Australia and will no doubt continue to do so in the future.

Hansen Yuncken’s anticipation and capacity for change, as well as their ability to take advantage of opportunities when presented, are some of the key strengths that have kept Hansen Yuncken at the top of their game since beginning in 1918.

“At a time when we are looking back over our history, as well as maintaining an eye on the future, it is interesting to note the degree of repeat work with clients and business partner over the years, including architects, engineers, project managers, developers and others,” observes Peter Kennedy, reflecting back on Hansen Yuncken’s 90 plus years. “The company’s ability to forge long-term relationships – which was initiated by Lauritz Hansen and continues to the present day and into the future – has been fundamental to our long-standing success.”

“Clearwater is proudly an Australian-owned and family-operated family business. The business began in 1974 and is still managed by the founding Director, Peter Kovic.”

In 1974 Hansen Yuncken was amongst our major clients and we are proud to say that 34 years on they are still one of our major clients.

“Services which we have carried out for Hansen Yuncken include; final builder’s cleaning, brick cleaning, concrete sealing, linemarking, kerb and gutter works, asphaltting, facade cleaning and restoration etc.”

“We have a very good working relationship and look forward to working together for another 35 years. Clearwater Services congratulate Hansen Yuncken management and staff for staying with good old fashion virtues and maintaining pride in their workmanship.”

Peter Kovic, Clearwater Services

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“When organisations like Hansen Yuncken have people working for them who are close to retiring and can relate to stories of the organisations working on projects together as apprentices, there must be an existence of enormous amount of mutual trust and respect.

On top of that you have two companies who have been operating in the industry jointly and separately for 90 plus years.

“Now couple these almost-unbeatable statistics with the experience and learnings of our people jointly and you have a powerful and almost unbeatable team with trust, respect and industry-established and well-earned respect.

“There are many recorded instances where new construction projects begin and the install and construction teams spend a lot of time and energy on developing and understanding eachother’s systems and expectations. This process usually consumes valuable energy and severely crams the construction period. When Nilsen teams with Hansen Yuncken we all understand exactly what is required and we just get on with it.

“Hansen Yuncken also lets us

develop a close relationship with the user of the facility we are working together on. This enables our people to understand what is really required and usually if we understand the requirements early enough we can accommodate moves and changes without adding substantial unnecessary additional cost.

“In this modern era of cost and time cutting, at Nilsen we have understood that usually the project electrical design has the potential for further development with a focus on constructability efficiency. Hansen Yuncken encourages our project teams to take advantage of the hard work the design consultants have done and then provide further investment in time and engineering to ensure compliance with the design intent and the best value for money. This approach provides lots of opportunities for us and our customers and also provides additional satisfaction for all involved.

“In the construction industry it’s a well-known fact that if you start right you usually finish right. To achieve this goal the project manager must promote an open team approach that allows people to put all problems and issues on the table without the fear of contractual ramifications. The team at Hansen Yuncken always take this

approach and we try to coach our customers to take a similar approach.

“As a team, Hansen Yuncken and Nilsen often work on defence, medical and aviation projects. All of these types of projects require very skilled processes and people along with specialist plant and equipment. As a result of doing these projects together over a long period of time we have developed very detailed quality control systems to ensure that our customers have been provided what they have paid for. As a result of working together for such a long time, we have developed systems that ensure we have no duplication and therefore reducing costs without diminishing reliability and the full scope.

“The construction industry sees many players come and go. Why do companies like Nilsen and Hansen Yuncken thrive and survive? It’s easy – be honest, be respectful and deliver what you promise. Even when the times get tough our companies always honour this approach.”

David Lindner, Director Business Development, Oliver J Nilsen (Aust) Ltd



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– Kevin Couter, Director

“

Clients value our problem solving abilities and our willingness to listen to them and liaise closely throughout the project.”

– Gary Dowling, Director

FEATURE

HANSEN YUNCKEN'S ANTICIPATION AND CAPACITY FOR CHANGE, AS WELL AS THEIR ABILITY TO TAKE ADVANTAGE OF OPPORTUNITIES WHEN PRESENTED, ARE SOME OF THE KEY STRENGTHS THAT HAVE KEPT HANSEN YUNCKEN AT THE TOP OF THEIR GAME



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