



ELEVATING PERFORMANCE THROUGH PROACTIVE SERVICE & TEAM DEVELOPMENT

MEMBER: RAMPART SUPPLY, A DIVISION OF CREGGER CO., DENVER, CO

FEATURED LEADER:

Cody Burkhart, Residential Sales Manager

CHALLENGE:

Rampart Supply's hydronic heating team faced challenges in staffing, training, and consistency in service delivery. The department operated largely in a reactive mode, limiting its ability to fully capitalize on customer opportunities and deliver a consistently high level of service.

SOLUTION:

Through his MDM Capstone Project, Cody Burkhart led a comprehensive effort to revamp the hydronic heating team's structure, capabilities, and approach to customer engagement. The initiative focused on strengthening staffing, expanding training for both employees and contractors, and leveraging vendor partnerships to elevate technical expertise.

Guided by MDM principles in people development and customer focus, **Cody shifted the team from a reactive to a proactive operating model**—emphasizing preparedness, collaboration, and consistent service execution.

LOOKING AHEAD:

Cody plans to expand these cultural and operational improvements across additional sales departments, continuing to build consistency and performance across the organization.

WHAT MEMBERS ARE SAYING ABOUT THE MDM PROGRAM:

"Go in with an open mind. You get out of it what you put in—if you are engaged and willing to learn, you will see yourself grow personally and professionally in a short amount of time."

Cody Burkhart

Residential Sales Manager

RESULTS:

Achieved **double-digit sales growth** within the hydronic heating segment

Increased profit margins while expanding team capabilities

Strengthened staffing and improved team alignment through focused hiring and development

Enhanced training programs for employees and contractors, leveraging vendor expertise

Established a more proactive, customer-focused service model