



# NRO-Groupe SA

Representing, Supporting &  
Assisting Clients

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# **C**lient **R**epresentative **S**upport **A**ssistant

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The CRSA mission is to:

« work on behalf of the client, to represent the project owner in the management of its projects.

« support the public/private client in monitoring the project.

« advise the owner of the project in his decision-making and during the progress of the site until handover

**NRO**  
**Client**  
**Representative**  
**Support**  
**Assistant**

**CRSA** is an advisory support service. It can be technical, administrative or financial.

**The technical expertise** and leadership skills of the CRSA are valuable assets for carrying out a construction project with anticipation, method and serenity.

**CRSA mission** is teamwork and listening. Understanding the needs and expectations of the project owner and ensuring that they are taken into account by the general organization of the site.

Technical and financial optimizations **are essential for the client.**

**Our field experience and our pragmatism** are an essential added value to best assist/represent the project owner.

**Our values are our DNA.** The essence of our philosophy is: customer focus, continuous improvement, employee empowerment, quality tools, product design, process management and supplier quality.



# Consulting services

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We propose areas for improvement in terms of operation and performance for your projects.

We assist the **Clients** and its teams, offering our expertise in the field of construction, in order to facilitate their decision-making.

We offer you strategic and technical advice, support in the design/implementation phase, especially in terms of optimization, preparation, organization and management of the site.



## Support

We support our clients with a "win or win" spirit.

We intervene in the **design/study phase** and in the **execution phase**.

Having the project overview we support you in making decisions.

During our exchanges, we propose adaptable and advantageous solutions for the construction site.

## Technical expertise

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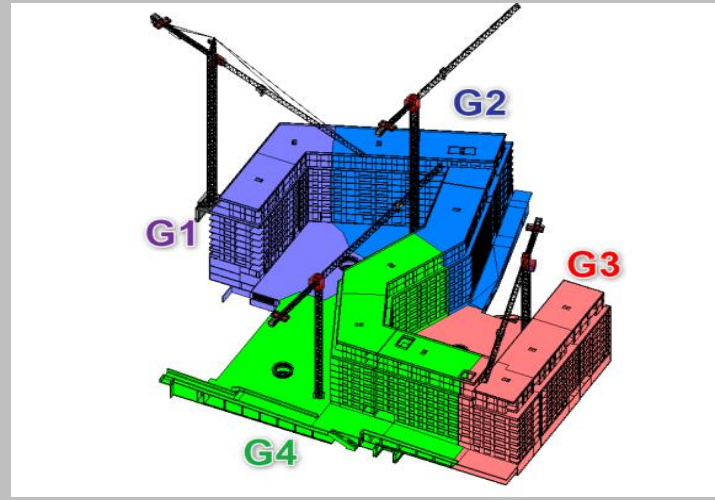
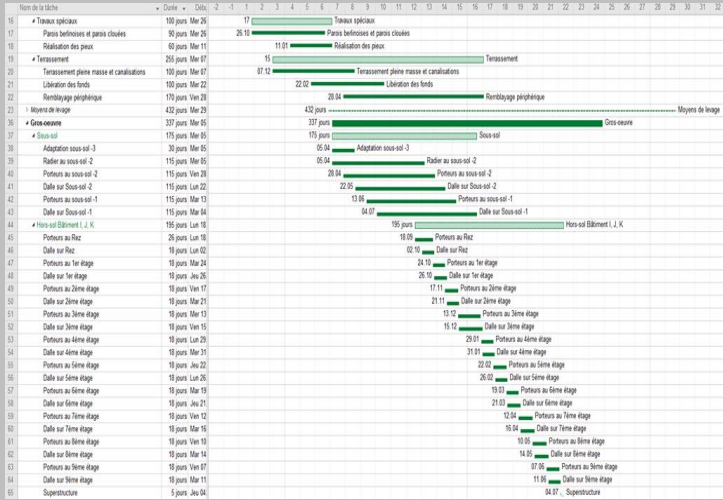
The **CRSA** brings its technical expertise and advises the **Client** at each stage of the project.

It strengthens the project owner in his technical knowledge and allows him to have a neutral vision of the project management services (Site Management), agents and companies.

The **CRSA** is there to ensure that the site team takes into consideration the needs and expectations of the client in all phases of the project. It suggests proposals for improvements and does not replace the Site Management team.

The **CRSA** focuses its priorities on the verification of deadlines, quality and costs.





# Methods

The **CRSA** NRO-Group is complementary to our Methods & Planning branch. This brings added value to the **Client/ Project Owner** in terms of organization and optimization.

For more information: [our Methods brochure](#)

## Teamwork and listening

NRO-Groupe combines team spirit and listening skills for the benefit of the client and project stakeholders. We “translate” the ideas brought by the **Clients** to the companies and vice versa.

This interpreter role facilitates communication between stakeholders.

We believe this leverage is the key to stimulate and motivate the output of an effective team.





# Optimization

Based on our experience:

- **We have the ability to analyse and anticipate problems encountered on site.**
- **We have the ability to adapt.**
- **Our team of experts is seeking continuous improvement.**
- **We have a proven track record of saving time and money for the Clients and its teams.**
- **We add value to projects in terms of quality.**
- **We apply effective Lean Management.**



## Field experience

The NRO-Groupe family values tradespeople and is made up of apprentice profiles.

Our employees have climbed all levels to achieve the highest responsibilities in the field of construction in Switzerland and internationally, working on all continents have facilitated our adaptation and helped us to gain an openness of mind.

Through this, we have been involved in managing some of the largest construction sites in the world. Our field experience provides significant added value to the projects we are involved in.



*Détermination*

*Courage*

*Fidélité*

*Générosité*

# NRO Values

*Discipline*

*Fraternité*

*Honnêteté*

These seven milestones guide our daily thoughts and actions.  
We are complementary and passionate, our professionalism and human values defines us.



# NRO

## GROUPE SA



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