



# CLIENT PROFILE: Warfel Construction Company

## “Clients for Life” at Warfel Construction

“We had been using the phrase, ‘Clients for Life,’ in our organization for some time before we started using it as our tag line,” explained CEO Ralph Simpson, when asked about the company’s statement.

“Now it’s come to have great meaning throughout the company and helps guide our strategies and how we develop the organization.” Simpson heads up the 160 employee company based in Lancaster, which also works with clients in the mid-Atlantic region.

“We’ve built an organization that is based on a culture where our people have a passion for this industry; they have initiative, integrity and are highly accountable. Our teams continue to be high-performing teams in a very tough industry.”

Simpson went on to explain that Warfel Construction has a process for developing high-performing teams that includes mentoring at many levels, helping team members develop their judgement skills, providing training and, “most important to our success and to the great work we can do for our clients is to hire for our cultural fit. Our new hires are interviewed by our cultural team and we look

for a cultural fit as our number one priority.”

Simpson noted that “reputation is everything” and that bad hires have a negative impact on their reputation. “We have to mitigate the risk for our clients and when you have a team of people you trust, and the team earns the client’s trust, then we know we have a winning combination.”



Warfel Construction focuses on several market sectors: the Senior Living Healthcare market, Non-Profits and Private Education to name a few.

“Our relationship with Ross Buehler Falk goes back over 27 years – as long as I’ve been here,” notes Simpson. “We rely on them to challenge our thinking and their level of integrity is beyond reproach. It’s just who they are. Their firm and our company are a good cultural fit and their team has always been totally accessible to us.”

Simpson and his wife, Linda, live in Millersville. They have three children and enjoy going to Penn State football games with the family.



Ralph Simpson, CEO



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“Do the right thing.  
It will gratify  
some people and  
astonish the rest.  
- Mark Twain