

SECTOR: Construction
 LOCATION: Chesham
 PROJECT: Surgery Design Phase
 VALUE: £4million

FACTS
 80%
 Reduction
 in Rework

“The collaborative approach reinforced team ownership of the design and realised savings associated with reduced abortive work – Craig Waldron, M&E Consultant, CPW



Everyone has gained from the ownership and partnership in the decision making – Keith Ryan, Design Coordinator, Stepnell Ltd

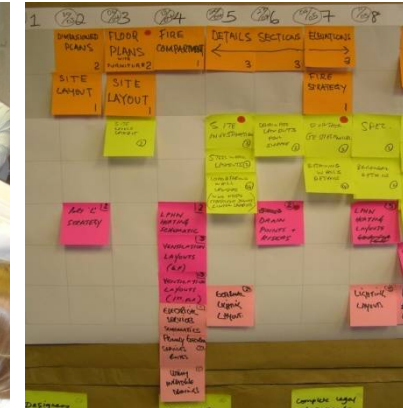
BACKGROUND: Project aim is to have a “Good” handover to site. Objectives include:

- Minimal Changes
- Clear employers requirements
- Completed design
- Good buildability
- Cost certainty
- All identified risks managed
- Good clarity of design

FACTS
 30%
 Reduction
 in site
 visits

What we did:

- Used Hoshin Kanri to identify overarching issues, opportunities and establish the way forward
- Induced systems thinking but ensuring all parties gets a win
- Anchored the philosophy of “Next” customer needs
- Applied operational definitions to agree what “good handover” means
- Collaborative planning with the design team reviewing planned activities achieve
- Agreed measures put in place to measure team performance and not individuals
- Created detailed current state map to obtain stake in the ground to benchmark improvements
- Conducted FMEA and involved “NEXT” customer to pre-empt buildability issues
- Conducted workplace organisation on employers requirement folders
- Established communications protocol to reduce wasted process waste



Benefits

- 80% reduced re-work
- 30% savings in time (based on visits to site)
- 88% planned activities complete achieved by the design team (industry standard approx. 50%)
- Cost certainty (will need further confirmation at end of build project)
- Improved communications
- Increased feeling of ownership
- Better understanding of procedures and issues of the “bigger picture”
- Reduced unproductive work
- Developed new design tools and ways of working
- Improved quality of life



Workplace organisation on employers requirement documents