

Management Systems



Rationalisation of Management Systems

OVERVIEW

A national contractor to the property industry had grown both organically and through acquisition. At the point when QUALSURV Consulting was commissioned, the company had 12 branches nationwide, each operating its own management systems. Consequently, there was little or no coherence or understanding between the various branch systems.

BRIEF

QUALSURV Consulting was commissioned to standardise the company's management systems and create a streamlined and workable set of processes. The aim was to create a system that would be high on use and low on procedure and that would ultimately bring cost-savings and enhanced company branding.

PROJECT

Following an extended consultation process involving site visits and client discussions, QUALSURV's consultants created a comprehensive company manual. The process found over 600 separate processes and refined this to just 150. The manual, which is available on the company's intranet, enables staff to carry out their tasks more efficiently and effectively. To ensure that the manual remains useful and current, feedback forms allow staff to suggest potential revisions.