

## **The Company**

A mid tier NSW based Australian builder.

## **Background / Issue**

With significant growth forecasts the company's management identified a need to have more robust and consistent project management processes across all projects to allow tighter control of contractors and key business ratios, and ease the movement of employees between projects.

## **Solution**

Strathdon Designed a simplified Lean Management System to break down high level Project Gantt charts in to manageable chunks of work for each part of the project.

Structured communications and reviews with contractors to agree expectations, report against them, and formalised corrective action processes to eliminate identified "waste".

The Lean System included the Implementation of simple management reports showing key ratios to management on a weekly basis, with structured escalation of unresolved "waste" elimination.

## **Results**

1. Fully documented Lean Management System to ISO Quality Standards
2. Comprehensive training package for ongoing induction and revision training
3. Timely, consistent and accurate identification of waste, subcontractor management and KPI's
4. Improved records of empirical data for performance management
5. Significant improvement to key employee to contractor ratios
6. Reduced complaints
7. Reduced delays

## **Quote**

***"...one of our key metrics is the ratio of Company Employees to Contractors, we have seen a significant improvement in this ratio since implementing the management systems across the group..." - Chairman***

***"...the induction training material works so well that I am going to try to roll it out across all existing employees..." - Group HR Manager***