

Driving Continuous Improvement, Client Focus, and Consistency of efficient design delivery

Situation:

As a result of many of the changing market dynamics in the construction sector, Llewelyn Davies Yeang identified the need to develop a more client focused process-centric organisation for the delivery of Architectural and Planning design services. Llewelyn Davies Yeang identified that the organisation needed to create a management system that would capture their best practice processes for design and planning which would then be used by all staff consistently across the business. The system also needed to be easy to keep updated and maintain using internal resources.

In addition it was deemed appropriate to divide the process into stages that would be owned by Directors and Associates who would then be responsible for managing and continuously improving their processes. Activities were also identified to monitor design quality throughout the process in order to satisfy the requirements of the Wren their PI insurers.

Approach:

Llewelyn Davies Yeang researched the market place for advisors with knowledge of business process management applications in the construction sector before selecting Pearce Consulting Ltd who recommended **control-ES**, as the most appropriate process management software for their use.

The scope of the project included :

- Installation of the **control-ES** application in the Llewelyn Davies Yeang environment and skills transfer to key staff to ensure the application is exploited to the full.
- Development of “AS IS” core design and planning processes together with support processes for HR, Finance, IT in collaborative workshops facilitated by Mark Pearce with staff from all levels of the organisation.
- Analysis of some key processes and the development of improved, sustainable “TO BE” processes with key stakeholders.
- Deployment of the new management system throughout the organisation demonstrating the ability of **control-ES** to communicate the improved processes to all staff and allowing controlled feedback for continuous improvement.
- The capture of a common set of support documents that are directly aligned to the process activities.

Results:

The project was a resounding success for Llewelyn Davies Yeang achieving:

- Processes that are transparent, easy to maintain and update and can be assessed by all staff throughout the organisation.
- Common agreement on the Llewely Davies Yeang design process, client interfaces, and key quality checks for all stages of design development including the 1:50 design process for PFI hospital projects.
- Enthusiastic support from staff for the ease of use of new management system.
- **The LD management system** also provides staff with easy access to a knowledge bank of technical design and management information from both within the company and externally.

Summary

As a result of the project, and following a presentation of the management system to the Wren, Llewelyn Davies Yeang have completely satisfied the Wren's PI requirements.

Case Study: Llewelyn Davies Yeang Architects



control-ES has been deployed enterprise-wide to support this transformation of Llewelyn Davies Yeang to a more agile and sustainable design practice.

“The management system that we have developed with Pearce Consulting Ltd using control-es has at last enabled us to capture, manage and easily communicate to all our technical staff, the corporate knowledge, we have built up over years of successfully delivering sustainable projects to major clients” Gavin Urquhart Practice Director Llewelyn Davies Yeang.

“Developing the management system with Pearce Consulting Ltd using control-es has provided us with, robust, quality controlled documentation that has facilitated greater efficiency in our efforts to deliver sustainable projects across the practice”. Gavin Urquhart Practice Director Llewelyn Davies Yeang.

Pearce Consulting Ltd

Foxley House The Drive, Woking
Surrey GU22 0JS
T: 01483776389
E: info@pearceconsult.com

