

## Case Study: Zisman Bowyer & Partners

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### Client Overview:

Zisman Bowyer & Partners (ZBP) are one of the leading building services design consultants in the UK with experience in a wide range of industry sectors. ZBP have expertise in Environmental, Sustainable and complex engineering services design, and are one of the leading designers using integrated 3D Building Information Modelling techniques and have won a number of awards for their innovative design solutions.

### Situation:

ZBP recognise that advances in technology and legislative changes in the Construction Industry will require changes in working practices in order to deliver greater value to complex designs. The trend to more collaborative working within Integrated Teams operating within a Common Data Environment will also require changes to operating processes which will impact not only on the way ZBP operate but also on the interfaces with other designers' contractors and suppliers. In order to meet this challenge the Partners identified the need to rationalise not only their design, management and quality control procedures in order to cut-out waste and improve Customer focus, but also to review the interfaces and information exchanges with other team members.

### Approach:

David Saffin, the Senior Partner, recognised that the best way to achieve this would be to map out their design processes, to link the process steps to their information systems, their internal management and quality procedures and to communicate this information in an easy to use "route map" to all members of their staff.

With the help of construction industry experts Pearce Consulting Ltd, and using the **control-ES** process and performance management software a project was implemented which:

- Captured ZBP's current design processes, from project initiation through to the handover, in collaborative workshops with the ZBP's design engineers.
- ZBP senior managers and PCL analysed these processes and developed new improved processes with key stakeholders with a focus on developing lean, customer focused processes for integrated collaborative working.
- Key project gateways and control points were identified and added throughout the process.
- The new processes were tested and refined on live projects before full training of all staff was undertaken on the new design and management processes.

### Results:

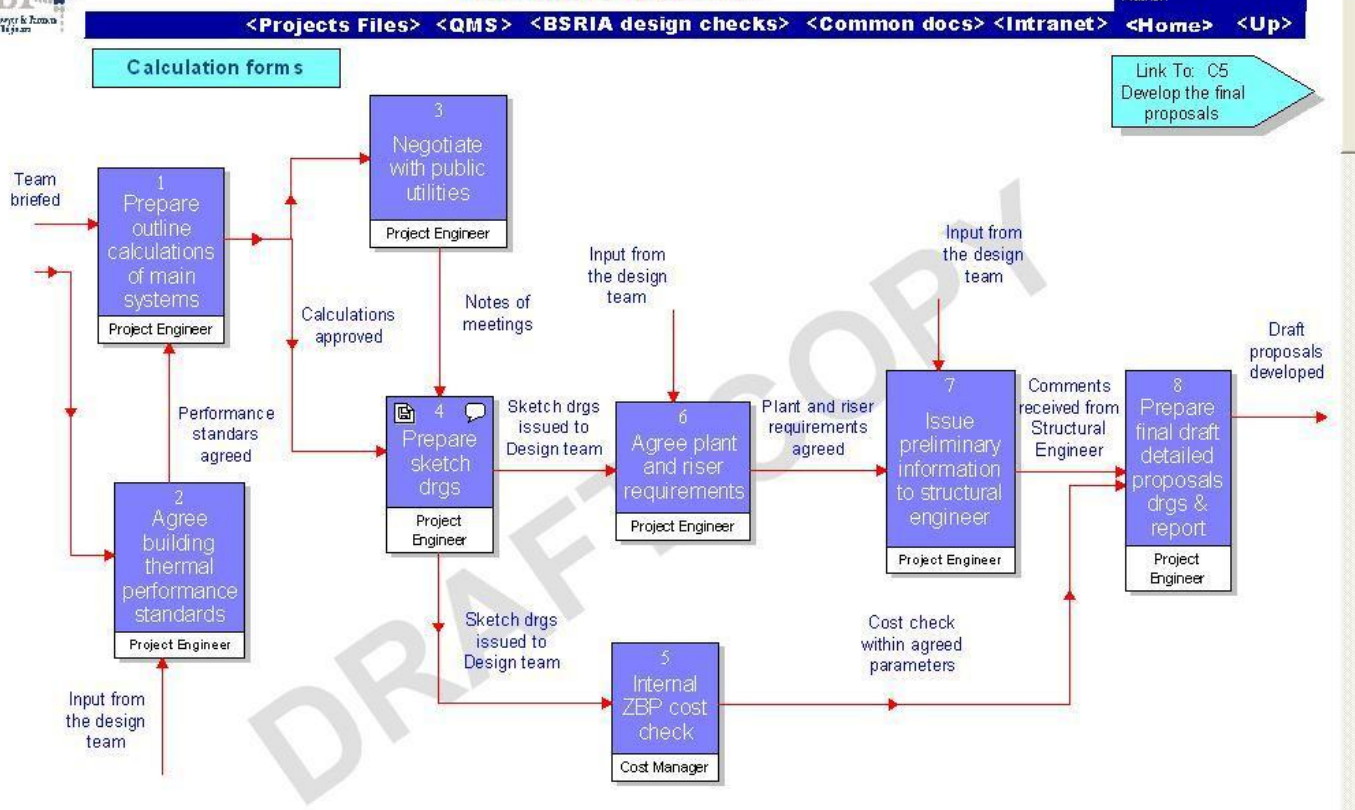
The project has been a major success and a significant step in keeping ZBP in the forefront of integrated design technology for engineering services. The benefits achieved so far include:

- Enabling consistency in delivery of design solutions.
- Providing a single source for Reference Documents and support information.
- Identifying the process owners and their teams who will drive continuous improvement.
- Increasing design efficiency - improving competitive advantage.
- Delivering a workable process for Integrated Collaborative Design (N-dimensional modelling).
- Providing a sound base for managing risk and adding value in design and procurement processes.
- Demonstrating continued leadership and innovation in the Construction Industry.



## Develop draft proposals

Owner: Bob Brown  
Author:



### Design Stage C4 Develop detailed proposals

#### Future:

The Project Information and Management System (PIMS) that has been developed for ZBP can be linked to their financial management systems to provide performance feedback on project performance for the senior partners and to extranet systems to provide progress monitoring information to their team leaders.