

PEAB



Photo: Bruno Ehrs

Using Centuri as a platform, Peab has created a new integrated quality-management and document processing system. The previous anarchic situation with regard to documents has now been resolved and information islands are linked together in a group-wide, easily accessible information hub.

"We have finally sorted out all document procedures, templates, processes and case management throughout the group. All governance documents and templates are now available in one place that everyone can easily access. It leads to greater efficiency and control and we never again need to "reinvent the wheel" every time a new project starts", says Ingela Söderlind, Quality Manager at Peab.

From document anarchy to an iron grip

Peab is one of the leading building and civil engineering companies in the Nordic region, with 14,000 people employed in its operations in Sweden, Norway and Finland. Its business includes everything from construction of buildings and

Summary

Challenge

Up to 2011, Peab's information, quality management and document processes were relatively heterogeneous, with the divisions managing processes in different ways in their own systems.

Solution

To simplify, streamline and integrate work on quality, information and document management across the business, Peab has introduced a new group-wide quality management and document processing system based on Centuri and 2c8.

Outcome

The new solution will lead to higher quality of information as well as better oversight and control over all processes, documents and information carriers. It has become easier to see and understand process and information flows and to find documents and templates. The risk of duplication and costly manual processes has been

infrastructure facilities to production of building materials such as concrete and gravel. It is a complex organisation made up of a large number of companies and trademarks.

Up to 2011, the group's information, quality management and document processes were relatively heterogeneous, with the divisions managing processes in different ways in their own systems. In order to simplify and streamline operations, a decision was made to restructure the entire group into four business areas. As part of that restructuring, Ingela Söderlind was given the task of harmonising, integrating and centralising the work on quality and information and document management for the entire group. The goal was to create a shared, sustainable, streamlined, controlled, traceable and effective information system.

"We began by building up a shared framework for process and document management for the entire group based on the Peab business model. The framework includes categorisation of different types of documents such as agreements, governance documents etc. as well as templates and different types of information carriers. In this way, we have been able to streamline the proliferation of documents and processes into a group-wide uniform information structure" explains Ingela.

Process maps make it easier to find and understand

Once the document structure had been analysed and the information processes had been standardised, a suitable platform for the actual processing needed to be built or procured. Parts of the information processes had been previously handled in proprietary Sharepoint solutions. However, Ingela and her team considered that Sharepoint could not offer the same quality assurance and accessibility as a dedicated document management system.

"Sharepoint has such broad functionality that it becomes too complicated to manage and use. We wanted a simple solution that all employees could use and benefit from. After extensive evaluation of a range of document management systems, we finally decided on Centuri, which we felt could deliver the most user-friendly, efficient and flexible solution. The system is easy to implement and introduce to the users. It is also easy to integrate Centuri with our Sharepoint-based intranet and project system", says Ingela.

Peab also became aware of the 2c8 modelling tool through Centuri. Using 2c8, Peab has constructed process maps that link to all documents and cases within the entire group. The management has its own process maps that they can navigate easily in order to study the processes and find the right document. The other employees access the process maps and the documents for which they have authorisation via the intranet.

"Using 2c8, we have created a very clear, easily accessible interface for the entire quality management and document structure. We call it the Hub because it links all the information together and shows how all processes and all information fit together. In the Hub, you can clearly see all the flows, as well as what role each employee has and what is expected of him or her. It's good for everyone, but it can be particularly useful for new employees", says Ingela.



Greater synergy and higher information quality

Ingela says that the next step in the development of the Hub is to build it up with event and improvement management. It will be used to manage all kinds of deviations and improvement activities, such as incidents and accidents, customer viewpoints and deviations from agreements.

"The new solution will provide quality managers with better control and oversight as well as faster feedback on all improvement work. It also means that we will move away from all manual procedures. It will also make it easier for employees to have a say in their work situation since it will be much easier for them to put forward suggestions for improvements and to develop their tasks, procedures and roles", says Ingela.

"Information quality will be significantly improved with all information, case management and all documents in a central, shared, easily accessible system for the entire group. At the same time, many unnecessary tasks such as creation of new documents that already exist in another branch of the business will be eliminated. There will be more extensive transfer of knowledge between different operations, which will strengthen Peab as a group".

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