

Streamlined Communication Processes

Efficient construction management relies on streamlined communications between all project members. Configured to meet corporate standards or specific project needs, workflows within think project! help channel these communication processes. Instead of an amorphous flow of information, requests, instructions, notifications and approvals are collected together in a logical structure on a single platform – so that all project members can work effectively within a cross-company project environment. It is easy to include even external project participants and one-time process respondents into structured workflows.

Every single communication is tracked. think project! provides a full audit trail of communications and comprehensive version control of all documents associated with a project. User-friendly dashboards give key stakeholders visibility and control over all project processes, due dates and costs.

Workflows can be mapped for specific communication flows between parties to a project. Following proven routines, corporate practices or logical sequences, these workflows can be adapted to contractual compliance requirements and to factor in the relationships between the project partners. The entire process can be tracked at any time, from the first request through to subsequent sub-processes. Every document involved at each step is stored on a single platform and can be accessed if and when needed.

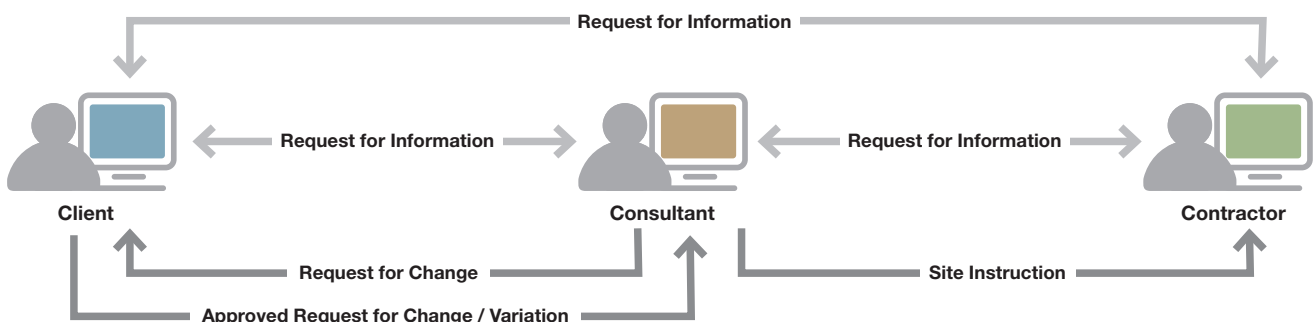
Combining workflows for greater efficiency

To generate even greater efficiencies, project communication sequences are able to be meshed. For example, the communication flows within the strategic triangular client/consultant/contractor relationship can be structured and tracked via Requests for Information (RFIs). Certain RFIs may trigger a Request for Change (RFC) to be sent to the client for approval. The client's approval then results in a Variation, and subsequently produces a Site Instruction to the contractor. The contractor can then respond indicating associated costs, and refer back to the client for approval before onsite construction work is commenced.

- **Structured project communication within and beyond the company network**
- **Full audit trail of all changes**
- **Version control of all related documents**
- **Project management dashboard**
- **Simplified follow-up of due dates**
- **Company- or project-specific workflows**
- **Meshing of associated project processes**
- **Easy-to-use search capabilities**
- **Real-time reports**
- **Access control for sensitive information**

Example

think project! tracks all processes from Request for Information to Site Instructions



Managing Requests, Instructions and Notifications

Coordination between client, consultant and contractor has traditionally resulted in a flood of unstructured information. Correspondence for a complex construction project could easily fill metres of physical hard-copy archives. Some organisations already use paper-based forms (for RFIs, for example), as the first step on the way to a more structured communication and comprehensive documentation. But think project! offers an even better way.

Requests, instructions and notifications can be created by the relevant project staff and then passed on to the appropriate company, team or individual for response – replacing the ‘old’ paper-based method with a simple online form within the project platform. This, together with workflows that map standard business processes, means that a complete audit trail of communication is available at any time.

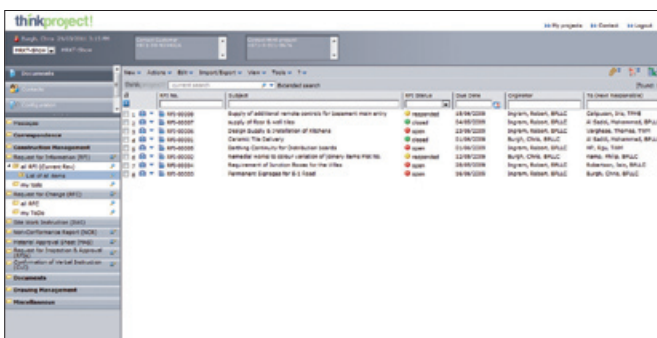
Company- or project-specific workflows can be set up to follow exchanges between senders and respondents. Multiple workflow steps and sub-processes between all the different parties involved in a project can be linked together and consistently tracked. Instruction, request or notification forms can include fields which are only visible to designated individuals or roles,

preventing exposure of sensitive project information to all project participants. Forms can be received and responded to by external participants via Outlook, or other email systems, without their needing access to think project!. Further, all messages and associated documents can be converted to PDFs on company stationery and included in correspondence management processes, as required.

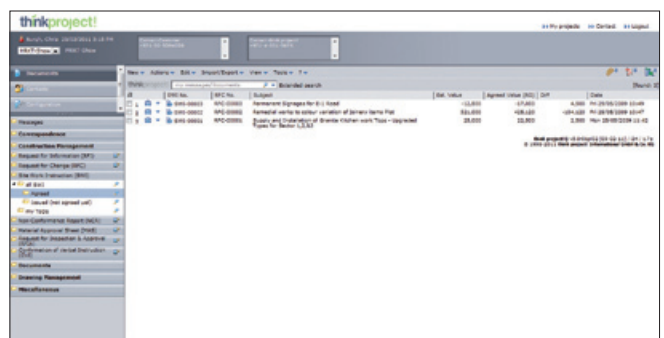
To facilitate effective project management, due dates can be set for each process or sub-process. When these deadlines are due or passed, they are flagged by think project! so delays can be identified at a glance. Automated notifications keep project managers posted and reports generated in real time provide the basis for effective meetings and inspections.

Typical processes supported include:

- Request for Information
- Site Instruction
- Client Instruction
- Architect's Advice
- Early Warning Message
- Notification of Inspection & Testing
- Notification of Delay



Track due dates and outstanding items



List of issued and agreed site instructions

Managing Variations and Approvals

Changes or variations are part of the daily business of construction projects but, if they are not comprehensively documented, may represent an issue later. Unfortunately, requests, change confirmations and approval documents are traditionally only available as isolated emails, faxes or letters – which often makes it difficult to measure deliverables against contractual agreements.

A change or variation process can incorporate various sub-processes such as approvals and instructions. think project! helps to track the entire process effectively by producing a comprehensive audit trail. At the same time, full version control of documents ensures that all parties are working with the most up-to-date information.

Due dates can be configured to measure milestones and project performance, and any changes in cost and materials are tracked. Flagging of potential cost and deadline overruns helps reduce project risk by delivering the ability to react in a timely and appropriate manner.

All information relating to a change or variation process is available in one place. This provides supporting documentation when negotiating with the relevant stakeholders to mitigate the effects of changes on project profitability.

Typical processes supported include:

- Design Change Approval
- Contractor Variation
- Client Variation
- Quality Plan Approval
- Extension of Time



Streamlined communications

Cross-company project environment

Effective project management

Proven processes

Complete audit trail

The online project collaboration and document control system think project! is used in 40 countries by well-known clients, investors, project developers, project controllers, architecture and engineering firms, and construction companies – in more than 5,000 projects to date by over 90,000 users.

think project! simplifies cooperation in projects, provides seamless documentation and can be accessed directly via the Internet. think project! supports efficient project, information and risk management – saving time and reducing costs.

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