

## Systemic Planning Approach

Our Systemic Planning Approach is to deliver our projects on time, in budget and with zero defects each and every time for you, guaranteed through compliance with your ERs which are delivered via our ISO 9001 certified Business Management System (BMS).

Built as the result of delivering new build and refurbishment projects, our BMS is implemented by a dedicated Contracts Manager and Site Manager, who use our standardised procedures to develop site-specific Project Execution Plans (PEPs), these are plugged into our system (View Point) at contract delivery point. Our standardised procedures are specifically designed to:

- De-risk construction projects and provide enhanced value for money.
- Enhance collaboration and deliver an optimised programme.
- Utilise performance management KPIs to deliver defect free projects.

The team use the ISO 9001 BMS to drive the wider Ashfield Group collaborative team approach and use key processes, RIBA aligned hold-points and gateways to:

- Drive efficiencies across the order flow.
- Embed your requirements in our procedures so we deliver excellence.
- Ensure optimal delivery on time every time.

We know from evidence collected through our extensive experience, including new build and residential refurbishment projects, that this systematic approach is the main factor in delivering consistent and highly efficient customer service. Early activities will include:

- Training for all internal and supply chain team members on yours and our procedures.
- 'Familiarisation Briefing' covering your key drivers for the wider team.
- Start-up workshops to:
  - Reinforce key features and benefits of our collaborative culture.
  - Agree project specific requirements.
  - Maximise value for money.

### Preconstruction

Using our BMS our managers will ensure:

- Optimal pricing/costings with all tender items/cost plans based on coordinating designs, construction methodology, programme and buildability.
- Efficient supply chain selection using BMS cost and quality selection criteria.
- Quality and safety are built in at the start through coordination, enabling our supply chain partners to deliver zero defects.

## Construction Phase

Our managers will implement the BMS and develop site-specific PEPs. Implemented by our Managers and monitored and approved by the company's Directors, our PEPs are the bedrock of safe project delivery. Including our overall approach and methodology for sequencing the works and managing projects, each site-specific PEP will include;

- Construction phase health and safety plans, method statements and risk assessments.
- Project quality plans to achieve zero defects and considerate constructor requirements.
- Project specific requirements and information management procedures.
- Security plan and site logistic planning.
- Approach to performance management and continuous improvement via KPIs.
- Contract administration procedure.
- Programme management including forecasting and early warning procedures.
- Agreed testing, commissioning and handover procedures (Operating & Maintenance Manual).
- Monthly key build stage program updates to all parties.

## Handover

We utilise project management software called Field View for project management and risk mitigation. Field View is a tablet-based application that allows our project team to record defect resolution in real time throughout our construction process and deliver defect free projects on time every time.

## Post Completion

Having ensured that our team have handed over fully optimised and defect free buildings which your end-users know how to operate, we will provide:

- Further team training and familiarisation throughout your buildings and facilities.
- Post occupancy Building Performance Evaluation including customer feedback.
- Feedback which captures and shares knowledge and best practice for future projects.

Starting With The End In Mind Delivers A Smooth Handover.

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