

Q-Pulse Case Study

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Industry Sector: Construction Services
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Summary

Capita Symonds is one of the UK's largest and most diverse multidisciplinary consultancies operating in the building design, civil engineering, environment, management and transport markets.

With over 3,500 staff in 45 UK offices, Capita Symonds offer a multitude of services and a unique blend of skills to schemes of all types and complexities and provide a broad range of professional and technical expertise. They are involved with many of the largest property and infrastructure schemes across the UK and overseas.

By incorporating MindGenius with Q-Pulse they have been able to effectively tackle the Quality (Commercial), Environmental and Occupational Health & Safety and compliance issues within the company. Other Quality Models embraced include EFQM, IIP Excellence and Respect for People and the Charter Mark.

Background

Capita Symonds has been a long time user of Q-Pulse. Their employees are well used to dealing with the modular approach within Q-Pulse and have seen over the years how this has benefited their business. With stricter regulations being enforced and the fact they continually strive to be a leader in their field, Capita Symonds has to manage numerous high profile projects which have a large number of quality and compliance issues to be overcome

The Challenge

With such a diverse portfolio and range of clients and contracts, managing compliance and ensuring that they stayed on top of tasks was becoming more challenging. Capita Symonds sought a solution in MindGenius, the business mapping tool from Gael that is now integrated with the new Q-Pulse. The software solution not only improves personal effectiveness but also helps lay the foundations for a better end result to projects and can help organisations keep on top of large amounts of detail.

The Solution

Capita Symonds used simple business mapping techniques to produce easy-to-read map files, and this greatly assisted in the identification of "breakthrough" solutions to the toughest of problems. When used with Q-Pulse, it proved to be ideal for supporting both individual and team efforts within Capita Symonds and has vastly increased productivity.

Using the two solutions together, they now have the complete toolkit for compliance management, whether it's quickly and efficiently taking notes in meetings or using the software for brainstorming, root cause analysis or Audit planning. This not only allows for fantastic collaboration but also ensures that any notes or tasks can be immediately and easily distributed amongst the relevant individuals.

Using MindGenius to gather notes in meetings allows Capita Symonds to ensure all relevant data is captured and exporting directly to *Microsoft Word*® then enables their notes to be distributed in the usual fashion without any duplication of effort. The notes can also be emailed straight from MindGenius as a map file. Actions, which arise from meetings, can be imported directly into *Microsoft Project*® whilst deadlines for tasks can also automatically be sent through MindGenius to *Microsoft Outlook*®. Using MindGenius in conjunction with Q-Pulse as a central information hub, Capita Symonds' data can be transposed to the relevant people, giving vast time savings and delivering information which is relevant only to each individual.

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Conclusion

The combination of Q-Pulse and MindGenius has proven to be just right for Capita Symonds. Q-Pulse has long been established as an essential tool at the organisation. With MindGenius they are able to gather information and fully consider the thinking behind issues. Capita Symonds consider the Analysis module and planning stages of the business mapping tool to be the most important areas in Q-Pulse due to the extra assistance in planning change, spotting trends and solving problems it offers them.

'When building models of ISOs and other standards, I have quick access to evidence and planning for the 30 sites I visit around the UK through Q-Pulse and the data trail enabled by the business mapping tool. They have replaced rooms of files and documents, making information relational and allowing me to see national information regardless of where I am, be it logging in on my laptop from one of our offices, on a train or in a hotel room.'

Walter Corbet, Business System Manager, Capita Symonds

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