

# A rule book that adapts with the business.

## EXPERTISE

Organisational structure planning and strategy. IT strategy and planning. IT support. Process documentation and improvement.

## Context.

### A RULEBOOK, TO WORK TO

Civil Construction is a small to medium sized construction company in Queenstown and the lower South Island. At 50 staff and still growing, the CEO wanted to pull together an operations manual (aka rule book) to document their processes.

There was nothing wrong with their processes, they just wanted to do it better. Redvespa were brought in to help with efficiency, effectiveness and housekeeping; tidy the process, refresh the IT, and give Civil Construction a Rulebook that they can work to.

## Approach.

In around 6 weeks, we were able to go in and add value. Minimising our time as much as possible, Redvespa focused on guiding, teaching, and empowering Civil Construction to have the ability to implement strategies themselves.

### ORGANISATION CHART

To firstly understand the who, where, why and what of the whole company, Redvespa consultant Mark Weston produced an organisational chart: a document with positions, role descriptions, and the company's project reporting structure.

### IT TIDY

Document management and IT had their challenges. Redvespa collaborated with staff to implement a new way of filing documents onto their network drives. We also investigated and proposed a refresh of the IT operations and service provider - a proposal that would save them 50% of their current IT spend.

### RULEBOOK

Using questionnaires, discussions with staff, reviews, rewrites, feedbacks and updates, Redvespa consultant Mark took a very iterative approach to producing the 100-page operations manual. Still today, the Rulebook is a living document, continuously being referred to and updated by staff.

## Results.

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### A BETTER UNDERSTANDING

Civil Construction have a much clearer view of who does what, with the documentation of their organisational line and project structures. They've also reached a more efficient way of managing documents, and have a clear guide on cost versus benefit regarding their IT systems.

### A LIVING DOCUMENT

Through their new operations manual, everyone not only has a better understanding of the functions within the company, but are able to put these standardised processes into practice.

Redvespa's influence has not only been a change in efficiency, but a change in understanding: from a rules book that is written just once, to a living book that will continue to get better and better.