

# To guarantee the quality of the documents in a building project

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Have you ever wondered why the documents in procurement to a building project could be incomplete?

We, the consulting firm STAAB, have a solution for that problem. Using experience feedback we can gather information that later on will help us guarantee the quality of the documents. We believe that it has to be a more thorough review of the documents before they are put out for offering.

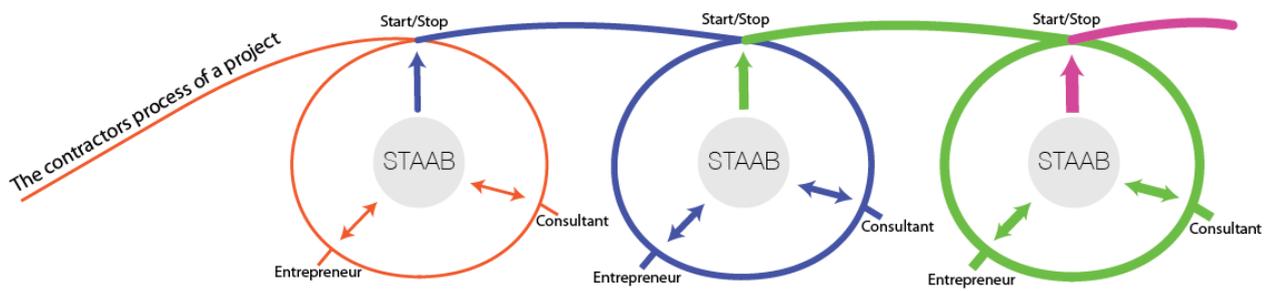
How do you take advantages of the experiences you get from every project? How can the same type of error come back in the next project? What are the consequences that occur when the documents are incorrect?

After some investigations, through interviews and conversations, with participants from different fields of the market, we had a better understanding in how they today worked with experience feedback. One of the participants was Skanska and they worked very well with trying to learn from their previous mistakes, so they did not feel that they needed help with that area.

When we talked with the municipality of Luleå we were told that they thought that there was a big problem with the experiences feedback because they have no, or incomplete, requirements for the experience feedback. To know what to require they need to know the problems and consequences that might appear. We believe our solution will solve this dilemma.

When we were on the interview with Jesper Klefsjö, department chief at municipality of Luleå, he thought that the market needed some type of quality check for the documents. He thought that the documents were too poorly reviewed which resulted in an extra cost up to 1-2 % of the contract sum, while the unpredictable cost for new construction and remodeling lies between 10-20 %.

Our solution creates a modified way to work for our contractor, which also affects the consultants and the entrepreneurs in the project. With new requirements for the documents, the project can save not only money, but also time. The project will run smoother and easier. With recurring project types our solution can give projects routines for the way to work.



**Figure 1 - This is the cycle for our contractors. Our consulting firm STAAB helps the hole project and when a project is over we take care of the experience so we don't make the same mistake in the next project.**

The system change that appear in the organization will affect all the people who are involved in the project so that they must set higher standards and follow the new routines to make sure the experience feedback would work as good as possible.

Our mission is to guarantee that your documents have the highest quality possible. Your project will avoid the extra cost that otherwise would occur.