B u l l e t i n

PIPES
(PROCESS INFORMATION PORTAL ENABLING SUCCESS)

INTRODUCTION

Every successful company at some point in time thinks about process improvement. One way to make our businesses more profitable and effective is to cut out duplicative and unnecessary processes, gain efficiencies from our existing systems and provide management easy access to key information they need to capitalize on opportunities and access and take action on threats.

The winner of the 2015 MCAA E. Robert Kent Award for Management Innovation, the BP Group (Glendale, N.Y.), did just that with **PIPES (Process Information Portal Enabling Success).**

PIPES is an innovative tool that allows the company to easily view the entire workflow of the business while drilling into specific processes to see each step in the flow, the resources involved, the systems used, business policies, systems procedures, links to forms, reports and other information used during the course of business. In other words, it provides an online "how to" for the business with links into all details for employees on how to do it.

For a quick overview of PIPES, watch a video on YOUTUBE at

https://www.youtube.com/watch?v=Cloyd5erwGc.

BACKGROUND

PIPES grew out of the MCAA "Planning for Profitability – Step by Step" guide. The BP Team first developed high level process flows and then followed by drilling down into each core process to document how work was really performed and at the same time identified holes in staffing, processes and technology that existed in those areas.

The work structure broke down three high level phases of Bidding/Job Acquisition, Pre-Construction and Construction into specific and detailed processes within each of those areas and then down to the actual systems and activities engaged in by each employee.

Every MCAA member firm is a bit different and may have different processes and procedures, but the overall Work Breakdown Structure process would be about the same and PIPES is adaptable to every company.

PIPES OVERVIEW

One of the first steps to adopting PIPES is review of the entire organization. This

process will involve developing or tweaking organizational charts and making sure that clear lines of authority and hierarchy exist.

Reviewing and updating job descriptions with detailed responsibilities for each employee's role while making sure these match the organizational structure is a key first step.

You may find during this initial review that there are many manual and non-standard processes due to a lack of certain systems. This may lead to a review and consideration for new or improved technology systems. Those systems may include accounting and finance, estimating, sales, data management, etc. As new systems are put in place, existing processes can then be updated and linked to related policies, procedures and forms used and then published online for all users.

The result of the process development reengineering is what PIPES is all about, an online tool that can take your business processes and map link them to underlying policies, procedures, forms, systems and reports pertaining to each flow. Each process is interlinked with each other so that a user can follow the entire business workflow – from Pre Bid to Project Closeout. Additionally, within each process, users can follow the linkage to other detail flows.

KEY POINTS OF PIPES

Process flows along with related policies and documents are available to all users online through the company intranet site.

Process flows are broken down into "swim lanes," identifying each functional business area in their own lane. Each process identifies the various systems used in that specific process by using specific colors for each system and/or type of step in the entire flow. Policy documents can easily be accessed by clicking on the identified links. PIPES provides a live "how to" for each step in the business that is interconnected with its business applications and written policies and is accessible to its employees online at any time via the an intranet or other shared location

Paper-based project and policy manuals are a thing of the past. As a "living system," policies and procedures stay current and up to date.

PIPES makes new employee training much more efficient and targeted. New hires can drill down into their specific area of responsibility and quickly see and understand the policies and procedures that directly affect them.

PIPES also provides standardization among all employees providing guidance regarding specific task processes and procedures.

PIPES can be accessed via any mobile device that is connected to the SharePoint site. Therefore, the company processes and procedures can travel with you and are easily reviewed no matter where you are.

CONCLUSION

BP Group has made a template of PIPES available to all MCAA member companies as a byproduct of winning the E. Robert Kent award. Should you want more information on how PIPES can help streamline and convert your processes and policies into an interactive online system, please visit the URL below to get started.

http://www.atxadvisory.com/sitemap/mcaa-pipes-download/