

# Innovation

## Innovations adding value to client service

Using innovations to add value to client service is all part of Thiess' commitment to making a difference as a leading service provider.

**Thiess quarterly news profiles three innovations currently being used in different aspects of the business to achieve increased efficiency, improved client service, better health and safety outcomes and ultimately more beneficial project outcomes.**



Simulation only – Project Support Engineer Shasti Goode trials TX-501 in the South Bank office car park. TX-501 saves projects time and money in defect and health and safety management.

### TX-501 - improving defect and HSE management

A new integrated defect management system, TX-501, has recently been implemented at a number of Thiess building sites to improve defect and Health Safety and Environment (HSE) management.

TX-501 has been developed by an independent software company with input from Thiess and is a simple and innovative programme that allows for data to be captured in the field using a Personal Digital Assistant (PDA). It is replacing the traditional spreadsheet/ notepad process of collecting defect information on site, distributing information to relevant sub-contractors and managing the close-out process.

Manager Project Services Paul Forghani said TX-501 is similar to an electronic notepad. It allows site personnel to capture details of a defect quickly and efficiently and for photos to be taken of the defect and red lined as required. This information is then uploaded into the desktop application and notifications of the defects sent electronically to the relevant sub-contractors who are automatically reminded through the electronic scheduler in TX-501.

"This product not only saves projects time and money in defect and safety management, but also improves overall efficiency," Paul said.

"Due to the flexibility in its initial setup, the programme can be tailored to suit a project's individual needs in both data capture and management.



TX-501 allows site personnel to capture details of a defect quickly and efficiently.

"The previous labour intensive method may have allowed site personnel to capture the data but this system means they can manage it. It cuts out multiple entry and the process of manual notifications. The reporting function of data is extremely flexible and reports can be based on nearly any criteria noted in TX-501."

An additional benefit for Thiess projects in using TX-501, is HSE management. On-site personnel can use the system to identify health and safety or environment breaches and can photograph and notify the responsible people electronically.

Paul said the product has only been used at select Thiess sites during the last few months, but the preliminary feedback has so far been positive, with one site recently giving the product "two thumbs up."

"Given the encouraging feedback we have had and the many benefits this product can provide, Project Services is hoping to encourage further take up of TX-501 throughout Thiess sites during the next 12 months." ■