

CASE STUDY BAA Capital Projects

ORGANISATION

BAA is the world's leading airport company running seven UK airports and a number of airports around the world.



ASSIGNMENT

BAA Capital Projects appointed Atkins to lead the development of a business process improvement model to change the way in which BAA Capital Projects delivers and ensures the efficiency of its Capital Value Business.

SERVICE TYPE

Business Process Strategy and Improvement

BUSINESS ISSUE

BAA Capital Projects is the design and construction arm of BAA who manages all projects across BAA's seven UK airports. In order to improve customer satisfaction and efficiency across the Capital Projects Team, Atkins was asked to develop a strategic business process model, to analyse and reengineer their key processes. From the early development and design stages throughout the construction programme this approach is maintained and adopted by Capital Projects and suppliers who work with them to achieve their goals.

SOLUTION

Atkins carried out a structured review to examine the approaches from the following perspectives:

- Customer: will the approach enhance customer satisfaction
- Strategic: do the approaches meet the overall objectives of the step change programme
- Management: will the approach provide assurance and deliver benefits that can be quantified
- User/Owner: is the approach meaningful, usable and sustainable
- System: is the approach holistic and does it link top to bottom

- Governance: how will the approach be managed
- External: is the approach consistent/aligned with regulatory/legislative requirements and to international/recognised standards

Through facilitated debate and exploration of possible solutions Atkins developed an optimised business process model, suite of policies, processes and guidelines. This was the core element for improving the efficiency across BAA Capital Projects and their suppliers. This improved efficiency is the success to their current and future projects. BAA is now a leading UK construction industry client.

CLIENT BENEFITS

The key benefits for the client include:

- A solution that met BAA's requirements, providing a strategic business process management and improvement model.
- Business Policies that clearly describes the requirements and scope of the business.
- Agreed set of integrated business processes and guidelines aligned to the overall model and business strategy.
- Comprehensive understanding and involvement of all key stakeholders.

CONTACT

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