



### | Diagnosing problems, saving projects

There is no shortage of public reports and commentary about projects that fail to meet predetermined objectives. The consequences of failure include such adverse impacts as cost and time overruns, inadequate build quality, poor project relationships, loss of reputation and legal disputes.

The Project Diagnostics software and our associated consulting service can assist to counteract these issues by:

- rapidly and accurately identifying and diagnosing problems
- being applied to a broad range of project sizes and at different phases
- using a cyclic mechanism to provide suggested remedies to return a project to good health as soon as possible
- being used as a one-off project assessment tool or at regular intervals during the life of a project to assess its health and likely success

### | Local people, global reach

For more information about the innovative Project Diagnostics software and associated consulting service, contact:

#### John Tsoukas – Arup

t: +61 (0)7 3023 6013  
m: +61 (0)417 793 383  
e: john.tsoukas@arup.com.au

#### Sheldon Sherman – Arup

t: +61 (0)7 3023 6014  
m: +61 (0)412 796 885  
e: sheldon.sherman@arup.com.au

#### Keith Hampson – CRC CI

t: +61 (0)7 3864 1393  
e: k.hampson@construction-innovation.info



| project diagnostics  
providing successful project outcomes

| project diagnostics  
providing successful project outcomes

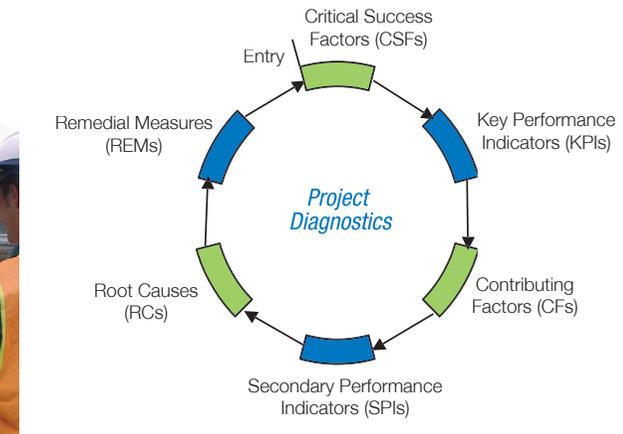
ARUP



ARUP



## | project diagnostics



### | Providing successful project outcomes

Project Diagnostics is a world-first diagnostic software tool that is set to revolutionise the field of project management. It is an invaluable tool for construction industry stakeholders wishing to improve project delivery and outcomes.

The software identifies areas of poor project health, then establishes probable root causes and provides suggested remedial measures.

Its focus is to act as an advanced warning system for construction projects that are failing to meet predetermined objectives based on the critical success factors (CSFs) of:

- Cost
- Time
- Quality
- Safety
- Relationships
- Environment
- Stakeholder value

### | Founded on collaboration and research

The development and commercialisation of Project Diagnostics is a joint venture between global consulting firm, Arup, and the Australian Cooperative Research Centre for Construction Innovation (CRC CI).

The concept for the Project Diagnostics software tool is based on diverse industry experience and academic review with development input from the UK, USA, Europe and Australia. It is being comprehensively validated using many real life projects of differing sizes, with various procurement methods and at different project stages.

### | Providing an holistic approach

The implementation of specific remedies is the most important step towards bringing a project back to good health.

Project Diagnostics uses a cyclic mechanism that repeats a project investigation until the problems are remedied.

Firstly, it objectively assesses the state of health of construction projects by investigating the performance of stakeholders, as measured against CSFs.

Rigorous international benchmarking has been used to enable identification of potential

poorly performing areas of projects, using key performance indicators (KPIs).

Project Diagnostics then conducts a series of more detailed investigations to target areas of poor performance using further secondary performance indicators (SPIs) and benchmarking.

The software continues this process, investigating many potential contributing factors (CFs), until the very specific root causes (RCs) of poor performance are identified.

Project Diagnostics then provides suggested remedial measures (REM) for implementation. Regular monitoring and evaluation is the key to ensuring a project is recovering, or requires further analysis.

The Project Diagnostics service includes the provision of an experienced, independent and objective project consultant to conduct the analysis.

The consultant will ensure the accuracy and impartiality of the project diagnosis. The consultant will also produce a concise diagnostic report for the client and be available to assist with remedial measures.