



EMUASA
AGBAR' GROUP

Case Study

Analysis of document flow and workflow

EMUASA (Aguas de Murcia), a member of the Barcelona-based Grupo de Aguas group, is a services company in the supply and sanitation sector serving the municipality of Murcia, the capital (415,000 inhabitants)..

Challenge

EMUASA in line with its continual aim of optimising the management of its services, considered the need to analyse and design a "Document Flow Model" that would simplify and improve the processes and allow the normalisation of the company's overall document circuit

Despite the fact that EMUASA is a well-organised company, head and shoulders above its sector peers with a flexible and skilled Information Systems department and several adaptable and dynamic areas adept at adjusting to constant change, at the start of the project it faced a series of clear deficiencies and shortcomings, which were future objectives of that project

Seeking a global solution that would quickly and urgently resolve its pressing problems, TecnoCom presented a proposal with the general objective of effecting an analysis and definition of a corporate documentation model. Not only would all the documentation processes included in the company's procedures and operating instructions – including its archive – be reviewed with a view to their optimisation, but the project would also aim to determine the requirements of the Information System that would later be implemented to support this Model.

Solution

In order to attain these objectives, TecnoCom presented an approach developed exclusively for the company based on its experience with previous projects and fundamentally based on the fact that the process of implementing an efficient documentation system entails an assemblage of phases and tasks, each of which must be effected in an orderly, systematic way using a specific methodology that guarantees the final objectives of the project will be achieved. This specific methodology is called Documentation Systems Methodology (D.S.M.) and entails the analysis, design and implementation of an efficient system of documentation and workflow in companies, whether throughout the corporation or in individual departments.

The execution of this consulting project involved defining a Global Documentation Model for EMUASA that would reflect the solution of both of the problems addressed to the Archives System on the one hand and document flow on the other.

SECTOR

Public Administration

SOLUTION

- ❖ Consulting documentary
- ❖ Redesign System Files Physicists
- ❖ Streamlining Process
- ❖ Formation of users new systematics files
- ❖ Management and monitoring of implementation

BENEFIS

- ❖ Increased security and integration of information
- ❖ Elimination of duplication documentary
- ❖ Reduction in the volume and space for archives
- ❖ High homogenization of information

TecnoCom



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Benefits

EMUASA obtained the following final products thanks to the execution of this project:

- A revised and optimised document and company workflow Model.
- A number of Archive and document Procedure Standards.

The integration of the documentation Model with the various current Information Systems and company's existing platform

The implementation of all these recommendations assumed the following concrete and tangible savings for EMUASA: the elimination of 20% of particular document types, a 59% cut in photocopying and a 93% reduction in archiving activities.

Tecnocom