



流動應用程式 Mobile Apps CONNECT

團隊背景 Background of the Team

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項目背景

瑞安承建一直貫徹集團注重優質、追求卓越的精神。為加強各個部門的日常工作溝通，並進一步提升工作效率，我們善用科技，設計嶄新的流動應用程式 CONNECT，配合智能電話的高解像數碼拍照功能、靈活的圖樣及文字記錄，讓工地的前線同事與辦公室保持緊密交流，令工作更具效率，加強溝通，有效解決問題。

Background of the Project

In keeping with the Group's philosophy of quality and excellence, we make good use of technology to develop a unique mobile apps CONNECT. With the function of high quality photo shooting and flexible recording system of photos and texts, the apps allow frontline workers at construction sites to work closely with colleagues from various departments, thus enhancing working efficiency, promoting communications and solving problems in an effective way.

問題成因

- 工地需定期就工程進度、安全健康及環保事項、承判商工程跟進等作紀錄。同事需要先在工地把資料輸入電腦，並另行於辦公室填寫記錄表格，再將有關資料經電郵發送給相關部門，需時較長。
- 需要有系統地快速記錄工地現場情況。
- 資料更新需時，影響工程進展，或會影響與承判商等的溝通。

Causes of the Problem

- Construction sites workers make record regularly on their working progress, health, safety and environment issues, as well as follow-up works with subcontractors. Workers take long times to input the data into computer at the construction sites, and fill in paper forms at office.
- There is a need for making speedy record of situations on the spot in a systematic way.
- Delay in data update may affect construction progress, which may upset communications with subcontractors and other parties.

解決方法

- 即時溝通：同事巡查工程質素、安全、環保和進度時，即時透過 CONNECT 以文字及照片紀錄事項，工地及總部管理層亦可透過智能電話及線上網站檢視記錄，提供意見及支援。
- 交換資訊：流動應用程式能集合文件和圖片，透過後端伺服器進行儲存。管理人員及工友能隨時隨地交換或取得即時資訊，令工友運作得更順利，同時提升地盤安全及工程的跟進效率。
- 互動模式：程式採用「雙方對應」模式，需跟進的項目要由雙方完成作業方可關閉，確保事件得以處理。
- 醒目提示：自動便箋及警告信功能，加快整合和製作巡查文件的速度，令匯報工作更見效率。
- 自訂群組：同事可從清單選擇聯絡人，收發即時訊息，亦可創建私人群組，與不同同事溝通；當發現有需跟進事項，能夠第一時間通知相關同事跟進。
- 豐富資源：擁有強大的文件資料庫，同事可隨時查閱相關的安全指引、安全工作系統等文件。

Solutions

- Instant communications: by using CONNECT, colleagues are able to make records on the projects in the form of photos and texts. Managements at construction sites and head office can access the records in mobile phones or through website, and give responses in a timely manner.
- Data sharing: data are saved in backend server which allow colleagues to update their working status anytime and anywhere, thereby enabling the projects to operate more smoothly and efficiently.
- Interactive model: the apps adopts "mutual response" mode, which requires both parties to respond on an issue to make it as a finished task.
- Smart alert: automatic reminder and alerting functions to facilitate the reporting process.
- Customised groups: private groups can be created by selecting contact persons in the staff list, so that colleagues can notify the corresponding ones immediately to take action on any follow-up issues.
- Abundant resources: powerful database with massive documents on site-related matters, including safety guidelines, safety working system and more.

成果及效益

- 減省多重輸入資料的工序，加快整體運作。
- 多方可實時監察工作流程，促進工作效率。
- 方便同事間溝通更流暢，提升團隊士氣。
- 改善與分判商的溝通，獲得認同。
- 節省用紙，支持推動環保。

Achievements & Benefits

- Minimise data input efforts to expedite the overall working process.
- Monitor work flow in real time by different parties to improve working efficiency.
- Facilitate communications between colleagues and enhance their morale.
- Improve communications with subcontractors.
- Reduce paper consumption to promote environmental protection.

