



DELIVERING SOLID RESULTS

A new Smart Information Management System is helping Admaterials Technologies streamline its workflow and processes

Admaterials Technologies is a construction materials testing laboratory that tests concrete cubes to ensure they comply with engineering specifications and safety standards.

Since it was launched in 2008, a big part of the company's business has been delivering quick and accurate test results and reports to its customers in the construction sector.

However, as its business grew, Admaterials Technologies' staff found it difficult to cope with

increasing customer requests for test data, and to deliver reports on time.

"We realised that our staff were being pushed to the limit as they had to manually undertake an increasing number of complex processes to produce the required data stream – from keying in information to verifying, printing and tracking paper orders," says Mr Lu Jin Ping (above), the company's Managing Director.

"We were developing a backlog and customer service standards were

being affected. As a result, we decided to upgrade our data management processes."

The company decided to implement the Smart Information Management System, a joint project between SPRING Singapore and the A*STAR Data Storage Institute.

"The system helps SMEs in the testing, inspection and calibration (TIC) industry raise their productivity in terms of data collection and analyses, and ensure on-time delivery of high-quality test reports," Mr Lu explains.

Generating test reports faster

Implementing the Smart Information Management System means Admaterials Technologies has been able to automate a number of repetitive and highly complex manual data management tasks and can now generate concrete cube test results and reports more quickly.

“Previously, because our staff had to manually process test data, the speed at which we produced test reports was far slower and often resulted in the late delivery of reports to our customers,” says Mr Lu. “Now, test data can be inputted into the new system as soon as the concrete cube tests are produced, reducing our manual processes to a few simple clicks.”

It used to take Admaterials Technologies a week to issue a concrete cube test report. Now it can now deliver one within a day.

In addition, customers can view the concrete cube test reports on their mobile devices. “A web-based mobile application linked to the Smart Information Management System allows both our staff and customers to access the system using their smartphones,” says Mr Lu.

“With this app, our staff can issue reports and respond to customer queries immediately and on the go, thus improving communication with our customers. Customers can also use the app to check the status of their concrete cube test reports.”

Improving productivity

Reducing the time spent performing manual, paper-driven tasks has brought about a significant improvement in terms of productivity and created more business opportunities for the company.

With the new system in place, Admaterials Technologies staff can focus on more revenue-generating activities, performing 2,000 concrete cube tests a day, compared with only 200 previously, using the same number of staff.



As a result, concrete cube testing now makes up almost 20% of Admaterials Technologies’ total revenue, up from less than 5%. “Not only have we been able to do more tests with the same number of staff, we’ve also been able to secure more contracts for concrete cube testing, because our customers see us as a more reliable, trusted partner,” Mr Lu reports.

Reducing errors

Concrete cube testing involves collecting and managing huge volumes of data, which leaves a margin for human error.

“There were many cases where our staff would accidentally hit the wrong keys while entering important data, such as the concrete batch number or test results, into a Microsoft Excel spreadsheet,” says Mr Lu.

These small but costly mishaps led to customers receiving inaccurate and unreliable concrete cube test reports. “We would then have to redo those tests and issue new reports, which affects the speed of a construction project,” says Mr Lu.

Because the new system automates data collection and analysis, errors

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Mr Lu Jin Ping
Managing Director
Admaterials Technologies



are kept to a minimum, or even eliminated. “Fewer mistakes mean fewer complaints from customers and fewer phone calls to apologise for those mistakes,” Mr Lu says.

Mr Lu describes the Smart Information Management System as “clearly superior” to the old way of doing things. “Our customers are now more confident in the services we provide because they know our concrete cube testing service is highly efficient and to the utmost expectation and satisfaction.” ■

keytakeaways

- Streamlining workflow and processes can bring about greater productivity and more business opportunities.
- Find out more about the various capability upgrading initiatives for SMEs by visiting www.spring.gov.sg and www.a-star.edu.sg/sme.