



LEARNING CONTRACT

Work Based Project

Joshua Williams 1001029

D&K Carpentry Contractors Ltd.

Scott Matthews (Quantity Surveyor) (01639) 841770

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My work-based project will centre on my job role as an Estimator for a Carpentry Contractors based in South Wales. The company has approximately 50 sub-contract carpenters working for them across 10 sites all over the South Wales region. The bulk of the company's work is done for large house building companies on residential schemes and they occasionally undertake commercial projects such as schools and hospitals.

My role within the company as an Estimator is to be the first point of contact to receive new tender packages and assess and price the works packages. This role can have a major impact on how the company runs and how much work it takes on. If I do not price the packages or make mistakes when pricing, it can cost the company thousands in lost revenue and cause the company to lose much of its workforce if not enough work is procured.

The majority of the tenders that we receive are received via email and as the Estimator I am the one who receives them. This means that if I am not organised in what I do upon receiving the tender there's a possibility that these tenders can get forgotten about within the many other emails that I receive on a daily basis. Therefore, I will be looking at how to improve my email organisation and how best to organise my inbox.

This project should teach me how the simple process of organising my email inbox could positively impact my own work and in turn improve the way the company handles tender packages and hopefully smooths the process from receiving a tender to pricing stage. Hopefully, though using a more organised system for organising email less tenders should slip through the net and be forgotten about. This in turn should positively impact the company's performance due to being able to price more packages increasing the likelihood of winning more work for the company. To improve the way in which I organise the emails I will need to reflect on the bad practice that I have been doing and see in what ways I need to improve. I will also need to reflect on any good practice that I see and work out in what ways I can use what I see to benefit my specific job role and how to organise tenders and other emails. I believe that while looking at my colleague's systems that I will be needed to change the categories in which I feel the emails into. This is due to the differing job roles and the type of emails that I receive compared to my colleagues.

In order to meet the objective of increasing the effectiveness of the tender process through looking specifically at email inbox organisation I will need to research different ways of organising my inbox. This could be through speaking to colleagues, speaking to people in different work environments who deal with a large number of emails or research different ways of organising emails online. By doing this research I should be able to find the best method that works for me and therefore benefits the company through increasing the effectiveness and ease of finding the different emails in my inbox. By speaking to colleagues and people in different sectors I should be able to get their views on what the best way of working is.

Each task will be completed in line with the hand in dates for the reflective journal. I will be reflecting on each change at the end of every day that that element of work has impacted. In these reflections I will consider how the new process has been improved compared to the unorganised way in which the email inbox is currently kept. I will gather all the information that I have gathered up to the week before the hand in date of each reflection and then use that information to complete the work-based project input for that period of time.

After using a new way of organising my emails I believe that the proof of the learning will be the fact that less emails will be missed meaning that more tenders will be registered on the company's tender register to price. As previously mentioned, there aren't many tenders that get missed during a month but by using a new system there shouldn't be any being missed.

This should then hopefully increase the chances of winning more projects for the company and therefore potentially increasing the company's annual turnover.

The initial proof of learning will be seen by looking at my inbox and how it is organised. It should go from being all in one inbox with thousands of emails to being categorised and all emails being filed in relevant areas within the inbox. This should therefore produce a clean inbox with only a couple of emails being in it before they are filed. Another proof of learning will be to compare the number of tenders that are input onto the company's tender register. To compare the count, I will look at how many tenders were input onto the tender register from the same month in the previous year.

In the long term, the company's annual turnover could also be considered. But as the work-based project will not span a year it cannot be something that can be compared within the reflective journal. Therefore, this could be an area in which I can personally consider when continuing the good practice after the work-based project has been completed.