



QA Software

Case Study

Mass Transit Railway Corporation

No.6

Mass Transit Railway Corp. using QDMS for Submissions.

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The systems from QA Software were also focused entirely on document control and did not attempt to cover areas such as sub-contract management and cost control, for which we already had major corporate systems in place.”

Geoff McEntee
Engineering Manager
MTRC Hong Kong

QDMS for
Drawing Management

QTRAK for
Correspondence
Management

WEBDOCS for
Project Collaboration

MTR Corporation operates a railway network in Honk Kong of 82.2 kilometres with 44 stations. Carrying over 2.2. million passengers on a weekday average, MTRC has been confirmed by recent benchmarking studies as one of the finest railways in the world for reliability, customer service and cost efficiency. Since operations began in 1979, the MTRC Railway has become one of the most important elements of Hong Kong's transportation network.



In 1999, the Projects Management Department (Operations) of MTR Corporation went on a search for a project document management system for the enormous amount of ongoing project work that a rail network of this size requires.

Project Manager, Geoff McEntee states: “QA Software came into the picture late in our search. As soon as we saw QDMS it was obvious that here was a system that was designed for project work and not just general document management. The systems from QA Software were also focused entirely on document control and did not attempt to cover areas such as sub-contract management and cost control, for which we already had major corporate systems in place.

We wanted something as “off the shelf” as possible. QA Software gave us working copies of the QDMS and QTRAK to evaluate and the end result was that we purchased a 150 seat license for both systems.”



Mass Transit Railway Corp.

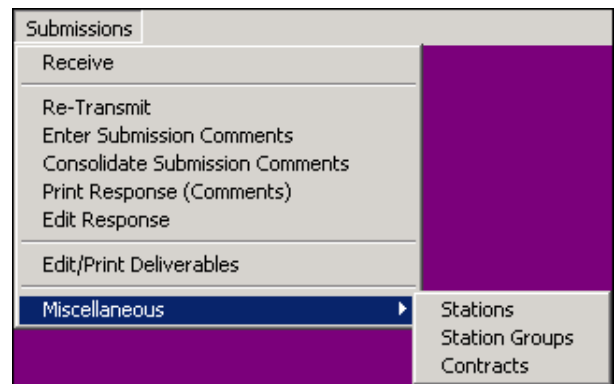
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One of the main complaints that outside consultants had of the MTRC Projects Management Department was the time it took to respond to submissions.

Geoff McEntee again: "After the first implementation meeting, QA Software took it upon themselves to enhance the existing capabilities in QDMS for managing the responses to submissions by developing a custom built submissions



module for MTRC. This enables the various engineers to comment directly on submissions from their desk top and use a wizard to prepare a consolidated response back to the consultant. We can now print submission statistics giving us maximum, minimum, and average submission turn around times on a monthly basis, enabling us to better monitor our performance.

Implementing the systems was initially difficult as staff had to give up their previous inefficient practices. However staff soon realised the flexibility and power of the systems and the change management process issues faded away. "

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