



THE CHALLENGES OF RUNNING A PAPERLESS OFFICE

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This kind of change was
expected to be stress free

considering the available
technology.

But it wasn't.



Common Challenges and Themes of Change:

- It is a rough ride because it involves undoing some of the hard wiring of our brain and resets it to accept new ways
- It is to improve or fix 'errors', hence it is a threat to stability
- It is a pain as it involves pushing outside of the comfort zone
- It is emotional and could increase stress levels
- It involves dealing with red tape and business disruption
- It presents a challenge to existing culture and people
- It is an exciting and or gloomy adventure

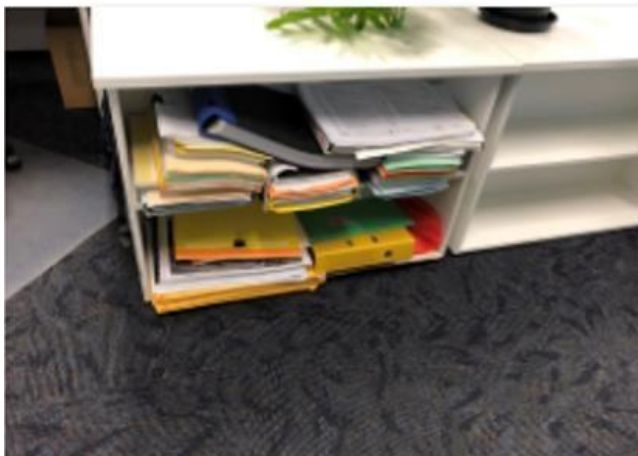
- We appear to be using more paper than before
- We print meeting minutes and agendas for everyone
- We print many spreadsheets, emails and attachments
- We print copies of draft reports and final reports
- We have multiple copies of the same documents
- We have printing rooms and bins for paper recycling
- We have stationery cupboards and many book shelves
- We have filing cabinets everywhere
- We still have normal whiteboards and flipchart paper

Typical Workplace, Paper Everywhere



- Smart cities, smart technology, smart workplaces
- Smart office! Smart homes! Smart
- Many primary schools are not using much paper anymore and handwriting is disappearing
- Homework and exams are done on laptops
- Forms are completed and signed on the screen
- Mobile devices are replacing paper
- Calendar, notes, meeting agendas all on the mobile
- Generation D is soon coming to join the workforce

Old Record Management Systems



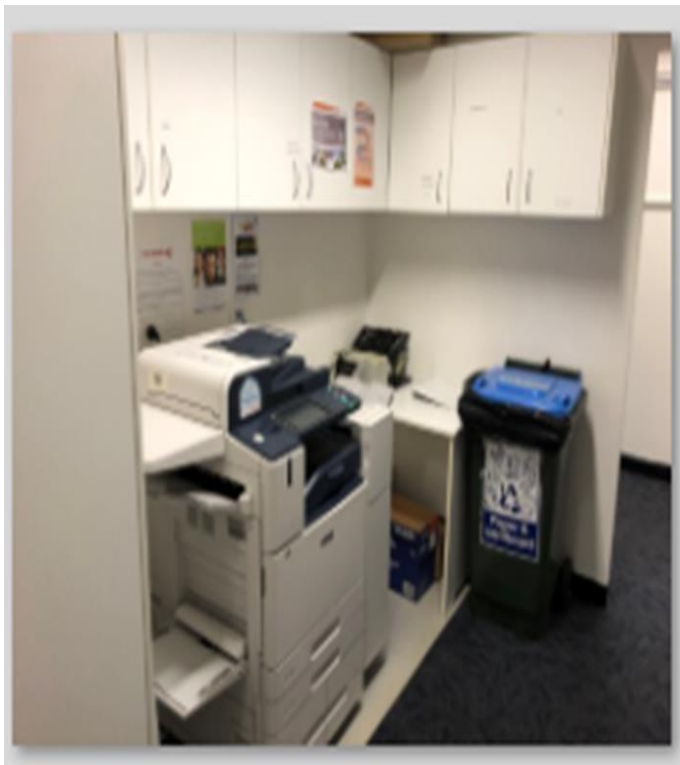
Modern Record Management Systems



Why Paperless Office

- Environmental and financial benefits
- Tidy and aesthetically pleasing workplace
- Easier to navigate through records
- More efficient and better organised
- Safer work environment (no paper cuts) 😊
- Lesser noise in the workplace (no printers) 😊
- Ready for the next generation
- Less stress!

Printing Room



The Design Office before the Change

- 3 Large Plotters
 - Expensive leases
 - Expensive maintenance
 - Noisy, heavy and takes large floor space
- Large plan reading tables occupying half the office
- The office was full of a large number of A1 & A0 design plans
- Storage problems onsite and offsite were very obvious
- Labelling & barcoding plans & boxes of paper to send offsite
- Problems with time, cost and effort in recalling old plans

Challenges of the Design Office

The big challenge was to change to following:

- The culture
- The mindset
- The behaviour
- To accept digital signature in lieu of wet signature
- To conduct design reviews on the screen
- To manage plans / document revisions on the screen
- To issue design plans for construction from the screen
- To find a perfect document management system
- To manage the workflow without the need for paper

There are many workflow and document management systems
Maybe none of them are perfect or none of them are perfectly implemented

The challenge is about utilising the available corporate systems to switch to a paperless office considering the following questions:

- Which task can be done without a piece of paper?
- Which task can't be done without a piece of paper?

The answer was very simple and all risks can be mitigated

(to find out, just embark on the change)

Steps Taken to Transform the Design Office

- Removed all plotters from the floor
- Adopted A3 size paper for all design plans as standard
- Used available software to check and mark up plans digitally
- Used available software to sign off and certify design plans
- Used available document management system to store and recall old plans
- Transmit plans digitally between stakeholders and clients
- Issue certified design plans for construction in a digital format signed digitally by a Registered Professional Engineer of Queensland (RPEQ)

- Yellow pages
- White pages
- Retail catalogues
- Real estate
- Bills, rates, receipts
- Renewal notices
- Information pack for starting new job
- Information pack banks, insurance and brochures



How would this cupboard look
If paperless offices are globally adopted!

- No pens
- No note pads
- No note books
- No erasers
- No whiteout
- No liquid paper
- No paper clips



- Marketing, business development and sales people bring very high quality catalogues, capability statements and business cards!
- It is interesting to
 - try to sell technology using non-technical tools
 - to talk about the environment and efficient solutions using paper
- The following should be received better :
 - A link to a website or an App for all of the above
 - LinkedIn Profile
 - Digital Business Cards

- Printed programs
- Catalogues
- Capability statements
- Sample projects
- Brochures
- Company profile
- Business cards
- Notepads



- Most of our brains are hardwired towards carrying a pen and paper to meetings.
- People may think that you are on your emails or playing games when you are busy using your tablet, iPad or laptop during a meeting
- Agendas, minutes and action lists can be displayed on digital screens and completed through the meeting
- If minutes are stored in a common place and are available to everyone to access then there will be no need for distribution of any draft minutes and no need for more emails after meetings.

What does it look like?

- The office is nearly empty
- Certainly looks clean and tidy
- No physical or visible in-tray
- No stationery on my desk
- I may appear very relaxed
- No paperwork to be signed off or hard copy reports to be reviewed
- Nothing around me, all my work is right in front of me on the screens.



- I can't go back to paperwork
- I can see the mind shift happening amongst staff
- They don't bring paper to me to discuss a matter
- My work is more organised
- I can search and find any document within seconds
- Staff have enjoyed the challenge and embraced parts of it
- Staff are happier using digital technology and will not want to go back to plotters and large paper plans
- Habits are changing to reduce paperwork across the organisation

Thank you

Now it's your turn to embark on the
adventure of a paperless office.

Questions

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