

Commercial Systems Review

One Project

Prepared for	Harber M&E Services Ltd, for the attention of D. Harber, Director
Project	A £4.2m M&E package, East London. One project reviewed, as scoped
Service	Project Systems Review. One day embedded with the commercial team, 18 August 2026
Our reference	26-016-R06
Date	21 August 2026
Status	Final

Worked example. The project, the parties and every figure are illustrative, shown so you can see the format and depth a real instruction receives.

Contents

1. Your instruction.....	2
2. The two numbers.....	2
3. What I did.....	2
4. The findings behind the numbers.....	2
5. The ranked fix list.....	2
6. Basis of figures.....	3
Sign-off.....	3

1. Your instruction

Your QS runs the package well and is drowning anyway. You asked for the review's two numbers on this one project: the hours a month going to work that does not need a person, and the exposure sitting in the records as they stand, counted from a real cycle rather than estimated from a benchmark.

2. The two numbers

	Counted
Hours each month spent on work that does not need a person	29 hours
Exposure sitting in the records as they stand	£31,400 across 9 items

Both counted on 18 August, watching your QS run the August application and reading the project's commercial folder end to end. Neither is a percentage of anything, and every component is itemised in section 4.

3. What I did

A day beside your QS while the August cycle ran: the measure taken from site to spreadsheet, the application assembled, the variation file updated, the month's emails filed. Then the records read the way the other side's surveyor would read them: every instruction checked for writing behind it, every notice against its window, every variation for substantiation, every photo for a date and a place.

4. The findings behind the numbers

The hours, task by task:

Task, as actually done	Hours / month	Why it needs nobody
Re-keying the site measure from paper sheets into the application spreadsheet	8	The sheet can be a form that lands as data. Same people, no re-typing
Rebuilding the application layout each cycle and re-deriving cumulative figures	7	The cycle rolls forward with figures carried automatically
Chasing instruction confirmations by memory, one email at a time	5	A register that flags unconfirmed instructions itself
Assembling the month-end folder and renaming photographs by hand	6	Capture named and filed at the point it happens, from the phone
Re-typing supplier ticket details into the materials schedule	3	Photographed tickets, logged once

The exposure, item by item (the nine items are listed in full in the appendix schedule; the pattern is what matters):

Item, from the records	Exposure	What would fix it
4 instructions worked on site with nothing in writing behind them	£19,700	Confirmation routine with the register above
2 compensation-event windows passed with no notification served	£8,200	Deadline flags in the same register
61 photographs with no date, location or caption usable in evidence	Unquantified	Phone capture routine, named at source
Dayworks sheets unsigned for 3 of the last 6 weeks	£3,500	Signature step in the weekly rhythm

5. The ranked fix list

	Fix	In the software you own	What it costs to leave
1	Instruction and compensation event register with its own flags	Microsoft 365 (Lists)	£27,900 of the exposure above recurs
2	Site measure and dayworks as forms that land as data	Microsoft 365 (Forms and Excel)	Around 15 of the 29 hours a month
3	Photo capture routine, named and filed at source	The phones you already issue	The next dispute's evidence

4	Rolling application workbook, cumulative figures carried	Excel, configured once	Around 7 hours a month
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If you want the fixes put in, the set-up is scoped and priced against these findings and nothing else. This review is yours either way, and none of it requires buying software.

6. Basis of figures

The 29 hours are timed observations of the August cycle, task by task, listed above. The £31,400 is the sum of nine items read from the project folder on 18 August, each valued singly from your own figures; the appendix schedule names every one. Nothing is extrapolated, benchmarked or estimated.

Sign-off

Prepared, checked and issued by:

Jack Butler-Kettle

Quantity Surveying and Construction Claims

Date