

PRODOK IS SHORT FOR PROJEKTDOKUMENTATION AND IS PART OF THE AUSTRIAN PES' PROJECT MANAGEMENT AND OVERALL QUALITY MANAGEMENT PROCESS.

PRODOK online documentation tool

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PRODOK is an online tool used in all regional and local Austrian PES offices to document information related to projects carried out by the Austrian PES. It documents this information in line with specific standards on content and the quality of the data it records, and within the context of the Austrian PES' overall quality management process. PRODOK is a key element in the process of documenting projects and it does not gauge the quality of project management itself.

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| Name of the PES | Austrian PES (AMS) |
| Scope of measure | National |
| When was the practice implemented? | 2001 – ongoing |
| What was the driver for introducing the practice? Was it internal or external? | PRODOK was the first step towards excellence and quality management in the Austrian PES since adopting the European Foundation for Quality Management (EFQM) standards in 1999. PRODOK was introduced in parallel to the first self-assessments. Data quality is controlled by the quality management process. It was introduced in all local and regional Austrian PES offices and is part of the internal management assessments (MASS). |
| Which organisation was involved in its implementation? | Two organisations were involved in the implementation of PRODOK: <ul style="list-style-type: none"> ▶ Austrian PES, Vorstandsbüro (management board office) as the contracting authority; ▶ amsbg (AMS BetriebsgmbH), former IT provider to the Austrian PES. |
| Which groups were targeted by the practice? | Austrian PES leadership, project managers and project staff, staff responsible for quality management. |
| What were the practice's main objectives? | The objectives of PRODOK include the following: <ul style="list-style-type: none"> ▶ To document Austrian PES projects according to specified quality management standards; ▶ To provide the basis for the transfer of good practices within the Austrian PES; ▶ To ensure transparency and traceability. |
| What activities were carried out? | The PRODOK follows project management standards: <ul style="list-style-type: none"> ▶ For PRODOK, each Austrian PES project is allocated its own ID number; ▶ The project's targets and desired results are described as part of PRODOK; ▶ All essential documents relating to each project are placed in PRODOK, including for example, project background information, external studies, etc.; ▶ All information describing a project's progress is documented in the PRODOK tool; ▶ A search function exists in PRODOK enabling the user to search for projects according to specific criteria including for example, key words, project manager's name, etc.; ▶ PRODOK records the names of Austrian PES staff occupying the various roles within a project e.g. the name of the project manager etc.; ▶ For each project it is possible to identify the resources required to carry out the project (number of staff, time, material etc.); ▶ In PRODOK, it is possible to distinguish projects as a good practice transfer between different Austrian PES offices or between an Austrian PES office and an external enterprise; ▶ Projects described in PRODOK can be nominated for the Best of AMS Award, within the category "Best good practice transfer project." |

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| What resources and other relevant organisational aspects were involved? | The organisations involved in PRODOK include the management board office of the Austrian PES (AMS Österreich, Vorstandsbüro) as the contracting authority and amsbg (AMS BetriebsgmbH), the former IT provider of the Austrian PES. There is one member of staff responsible for the PRODOK in each of the 9 regional Austrian PES offices. |
| What were the source(s) of funding? | Austrian PES Budget. The cost of development was EUR 8 495. |
| What were the outputs of the practice: people reached and products? | <p>The number of projects documented in the PRODOK in the last number of years are as follows:</p> <ul style="list-style-type: none"> ► 2015: 115 ► 2016: 89 ► 2017: 82 ► 2018: 73 <p>No information is available on the number of online hits.</p> |
| What outcomes have been identified? | <p>No evaluations of PRODOK have been carried out. However, the general view is that the tool is useful for collating and documenting information on PES projects in one location. Austrian PES staff involved on projects have found the tool useful to determine if other similar projects have been carried out, what types of issues the projects might have encountered and how problems were dealt with. Also, PRODOK helps to stimulate exchange between various PES offices across the country.</p> <p>The PRODOK tool enables easy identification of projects which are innovative. Projects identified via the tool have subsequently gone on to win awards in the category of Best Good Practice Transfer Project, as part of the Austrian PES' internal awards system, Best of AMS Award.¹</p> |
| What are the lessons learnt and success factors? | <ul style="list-style-type: none"> ► A key lesson emerging from the practice is that it is important to have clear guidelines for all regional and local PES offices on how to use the tool e.g. which fields to fill in, what types of documents need to be added, how to name files etc. ► Within the PRODOK tool, it's important to distinguish between small, medium and large projects according to the amount of resources spent on different projects to give an indication of the relationship between the size and cost of individual projects. ► Innovation and project management go hand-in-hand. In PRODOK, innovative projects are highlighted and so can be searched for directly by Austrian PES staff. So, a distinction can be made between "normal" projects and projects that are very innovative (fundamentally changing processes, high efficiency enhancement, ...) ► The next step in the process will be to find a new tool that will integrate a variety of different tasks associated with managing project information, for example, integrating project documentation, processing documentation according to set guidelines, developing a system that caters for continuous improvement activities and that supports users in efficiently realising their project. |

¹ The most recent winners over the last few years include the following:
2015: Reorientation of the system for training offers for unemployed within AMS Vienna
2016: Development of values concerning customer and service orientation
2017: How to successfully fill in large vacancy orders



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