

“GrowEQ totally reformed our management system using their expertise to turn the system from something that detracted from our core business to a tool that improves our core business. I would recommend them to anyone who genuinely wants to change their business management system.”

Huxley Wallace – Project Manager

Nationally recognised shade structure company simplifies their certified management system and empowers their teams to own their processes, take accountability, and drive process improvement. Their management system is now crucial to the sustainable growth of their business.



## The Customer

Greenline is a nationally recognised shade structure company, providing design and construct commercial shade structure solutions. With shade structures installed around Australia and the Pacific exceeding 200,000m<sup>2</sup>, most of their work is completed directly for private and government clients in schools, hospitals, shopping centres, local government, and clubs.

## The Issue

Greenline had been certified to the standards ISO 9001 Quality Management Systems, ISO 14001 Environmental Management Systems, and AS/NZS 4801 Occupational Management Systems for 6 years but found their system complex, cumbersome and time consuming. They knew there must be a better way and that without certification they would lose a significant amount of business.

## The Solution

To address the root cause of the problem GrowEQ introduced Greenline to [Promapp](#). Promapp is cloud based process management software that empowers business teams to turn complex process maps, Visio charts and lengthy procedure documents into clean, simple process maps that everyone can follow.

GrowEQ worked closely with Greenline to develop processes and support documents in Promapp that clearly and concisely explain Greenline's business processes and minimises their quality, safety and environmental risks. Retaining certification was important too, but our focus was on making business growth truly sustainable. Huxley Wallace, a project manager who was tasked with working with GrowEQ to rebuild the system said **“GrowEQ totally reformed our management system. Liz Murphy, who is friendly, professional and great to work with, used her expertise to turn the system from something that detracted from our core business to a tool that improves our core business. I would recommend them to anyone who genuinely wants to change their business management system.”**