

# Developing a decision-making framework for effective collaborative working

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**Abstract:** The new millennium has seen widespread recognition that the construction industry must embrace new ways of working if it is to remain competitive and meet the needs of its ever demanding clients. Project collaborations and collaborative working have increasingly become more important in construction projects. However, it has been argued that perhaps they are not being used to their full potential and in the correct context. The industry has shown a need for simple and efficient (shared) processes to help in the planning and implementation of effective collaboration. Much of the recent work on collaborative working has focused on the delivery of technological solutions, through Web-based systems (e.g. extranets), Computer Aided Design/Drafting (modeling and visualization), and knowledge management technologies and systems. However, recent outputs have displayed a better understanding by many researchers and leading industrialists that effective collaboration does not result from implementing technological solutions alone, with equal (or more) consideration needed for the organisational and people issues. Work currently being undertaken at Loughborough University aims to demonstrate this importance through the development of a decision-making framework and supportive tools to effectively plan and implement collaborative working in construction projects/organisations. This paper reports on the development of the prototype framework.

**Keywords:** Effective collaboration, construction, decision-making framework, organisation and people.

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