

A SUCCESS STORY

# Transforming the Operations Behind a Safe and Skilled Workforce

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Modernizing Workforce Management with Technology





The Millwright Regional Council - Canada (MRC) represents thousands of women and men working as progressive cross-trained construction and maintenance professionals with exceptional skills to install, maintain, diagnose, and repair precision machinery. UBC Millwrights are vital partners in industries as diverse as energy, automotive, aerospace, food processing, pharmaceuticals and more to employ UBC Millwrights across Canada.

## The Introduction

The MRC is comprised of thirteen affiliated Local Unions of the United Brotherhood of Carpenters and Joiners of America (UBC) across Canada. For years, the MRC has led the way in training, educating, and representing the next generation of skilled millwright professionals across Canada. With the demand for Millwright labour at an all-time high in Canada, the MRC is continuously striving to deliver a safe, skilled, productive, and reliable workforce to its signatory employers.

## The Challenge

The growth in demand for Millwright labour has resulted in heightened recruitment efforts, increased training and certification requirements, a surge in membership base, and a diverse range of growing signatory employers. For the MRC to sustain both its current state and future growth, it needed to be proactive and forward-thinking in its approach to successfully manage the scale of this workforce. As a result, the MRC looked to modernize and automate its workflows, looking to consolidate its work functions into a centralized system. For the MRC to successfully deliver on its mission, it needed to undergo continuous digital transformation, resulting in a new operational system that would enable its locals to:

- Easily access detailed membership information from any location
- Distribute and track skills training and certifications
- Manage a high volume of skilled labour requests with evolving criteria
- Efficiently dispatch high volumes of in-field personnel to multiple locations daily
- Heighten organizing efforts
- Protect sensitive and critical membership/employer data
- Generate valuable data reports for business intelligence

# The Choice to Lead the Industry

“As many as 75 percent of construction firms surveyed by CCA and KPMG rated their digital maturity as fairly low... Further, almost three in five admit their organization “needs to moderately or considerably” adapt their digital strategy, with most unsure about which technologies and applications would offer them a competitive advantage.”

Source: CCA AND KPMG (2021)

## The Road to Solution

### Beginning with Discovery

Exploration began with a detailed examination of the MRC's existing systems, tools, (such as Excel sheets and paper), and operational processes—whether documented or not. Together, the MRC and LogicalDox mapped out key processes and defined areas in need of improvement. The insights gathered during this discovery phase formed the foundation for the subsequent solution recommendations.

### The Custom Build Plan

Given the MRC's diverse range of pre-existing processes, which varied across multiple union locals, the necessity for a custom-built solution became evident. Beyond just the technical build, a custom approach would support ever-evolving business requirements, with each iteration resulting in a thoughtful implementation plan to stage the rollout and drive user adoption across the board.

### A Long-Term Investment

As a long-term strategic investment, the MRC system, in all its versions and variations, would not only become integral to the day to day operations of the Council, but has evolved beyond a membership tracking system to a Workforce management solution addressing skills management, dispatch functions, and training/course management. The evolution of this system speaks to a commitment to a lasting partnership with LogicalDox, going beyond the traditional role of a software development vendor.

Beyond a one-time implementation, the MRC's ongoing collaboration reflects a shared dedication to evolving together as organizational needs grow and shift over time.

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**Digital innovation is a continuing process**, not an end game...Many construction entities rely on legacy systems, and those that improve their competitive positioning will use this time as an opportunity to integrate disparate systems and adopt new ways of operating.”

Source: KPMG AND CCA (2022)

# Preparing for Scale and The Future Workforce



The construction industry must recruit 309,000 new construction workers by 2030, as 259,100 workers, or 22 percent of the labour force, are set to retire.”

Source: BuildForce Canada (2022)

## The System

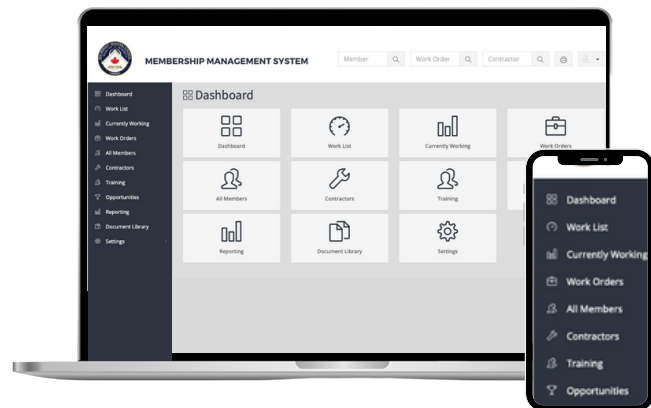
### A Comprehensive Workforce Management Solution

LogicalDox, in collaboration with the MRC, designed and built a comprehensive and progressive custom cloud-based system for the MRC. This system has enabled the MRC to navigate the complexities of managing a large and skilled workforce. It has become an integral part of the MRC's daily operations, functioning 24/7. With its functionality, scalability, integration capabilities, and reliability, it stands as an indispensable asset to the MRC.

Comprised of ten key modules, the system securely stores and manages membership data, administers and tracks critical skills and certifications, and orchestrates the dispatch of labour with minimal manual effort, in accordance with unique trade rules, apprentice levels, and skill requirements. This solution addresses the unique needs of the MRC, both for today and tomorrow, providing efficient workforce management function and ensuring the fulfilment of collective bargaining obligations.

### The Features

- Membership Management
- Employer Management
- Training and Skills Management
- Work Orders
- Currently Working/Out of Work List
- Dispatching
- Digital Document Library
- Customizable Reports



## The Growing Impact

LogicalDox takes great pride in their partnership with the MRC, proudly supporting the evolution of their technology journey. We commend the MRC's leadership for their strategic vision, their forward-thinking approach to technology, and their dedication to serving the needs of its membership, as well as the industry at large. The foresight of their leadership team has been pivotal throughout the build of this system, with an emphasis on ensuring that this solution remains dynamic to sustain changes in a rapidly changing world. Together, LogicalDox and the MRC continue to expand this system to support growth and new operational requirements, enabling members across Canada to continue working effectively and safely.