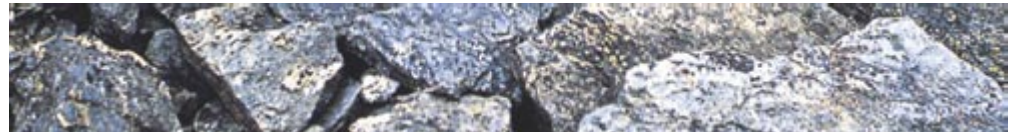


ROAD CONTROLLING AUTHORITIES FORUM



Central Otago



Where are we?



Why change ?



Because we were unsustainable

Fundamental change had to be made on the way we did business



System thinking ?



Toyota production system adapted for service organisations

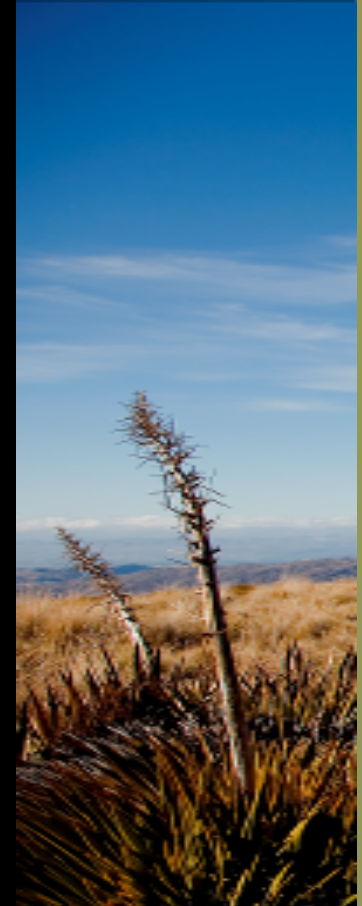
Commenced interventions on roading, planning , and building
in early 2008



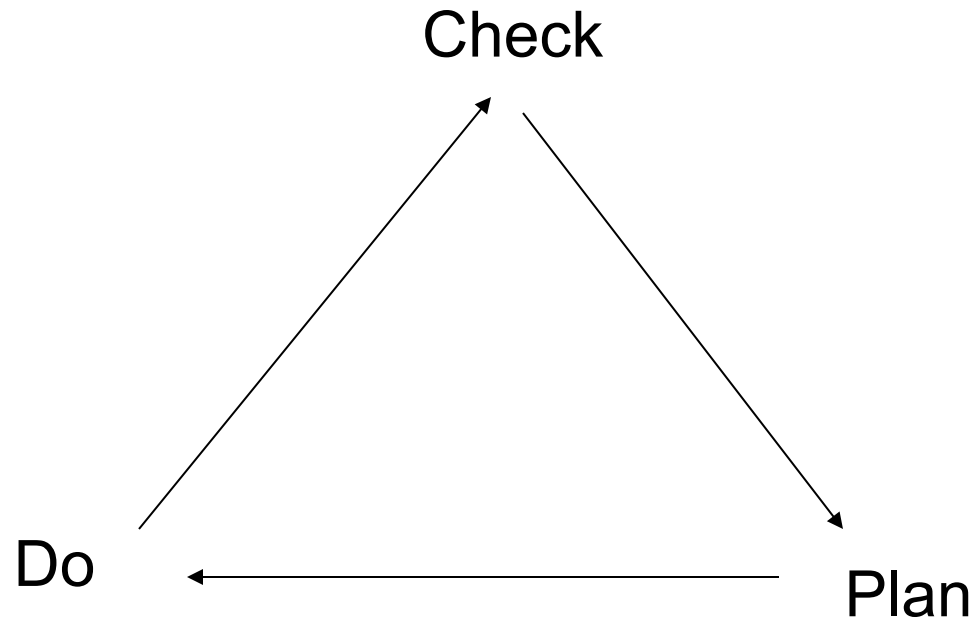
What it's all about



- Identifying your purpose and what matters from the Customers Perspective
- Data based decision making
- Eliminating waste in the workflow
- People doing the work provide the value
- Measures to identify issues rather than audits



Data Based Decisions



The Value Work



- Identify the work
- Program the work
- Do the work
- Pay for the work



Is change happening?



- Reduced network management costs
- Increased productivity
- Less churn
- Simplified accounting processes
- Staff morale has improved
- Working as one team



The Procurement Pilot



- Doing things differently
- Wanted to be inside the tent
- Appreciated the flexibility
- Focused on strategic view
- Organisation wide strategy



Where we have got to

- Council has approved the strategy
- NZTA have endorsed the strategy
- Approved shared risk model for physical works (advanced method))
- Approved quality based selection method (advanced method)

