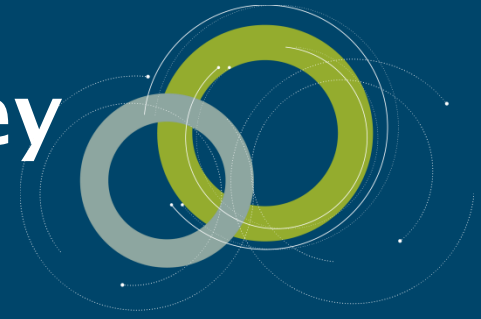


# State Highways M&O Journey

RCA Forum update September 2013



CREATING TRANSPORT  
SOLUTIONS FOR A  
THRIVING NEW ZEALAND



Mark Kinvig, Business Improvement Manager, NZ Transport Agency



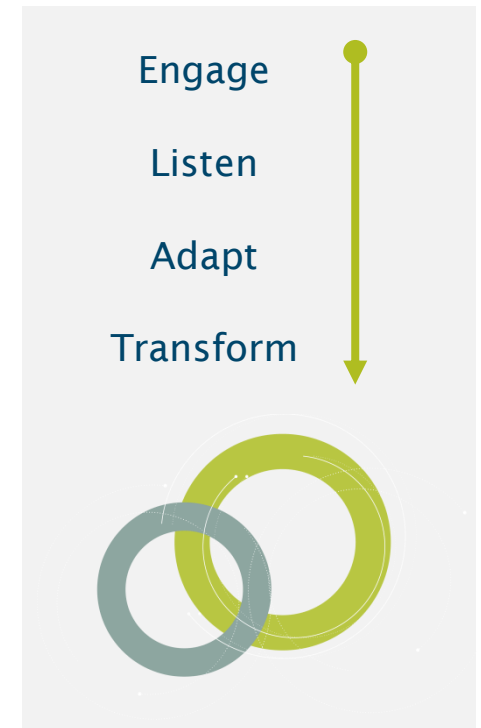
NZ TRANSPORT AGENCY  
WAKA KOTAHI

New Zealand Government

# NZTA Strategy Snap Shot (2013-16)

Our Priorities for the next 3 years:

- Customers
- Making the most of Urban network capacity
- Moving more freight
- Safe speeds
- Efficient road maintenance investment delivery



# Looking for a New Way....



**Collaborative Relationships**

**Commercial Savvy**

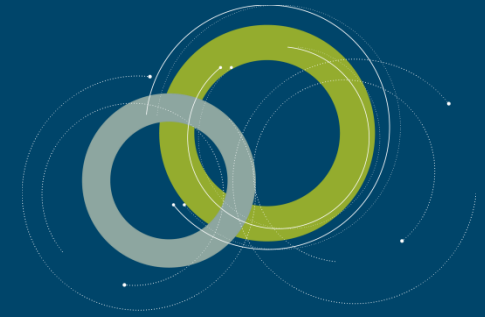
**Customer Journey Focussed**



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New Zealand Government

# Old vs. New...



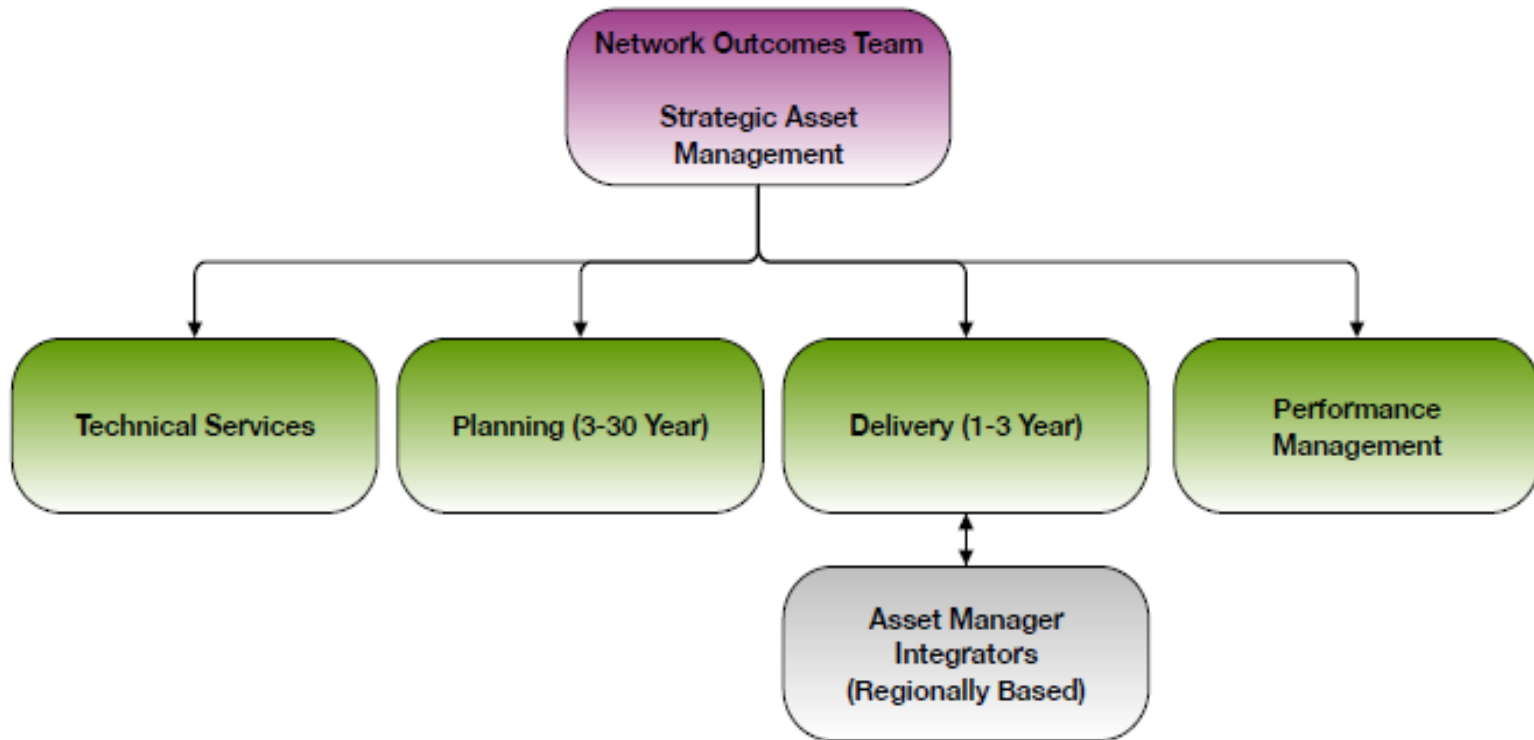
**Old**  
Focus on the  
Asset Only



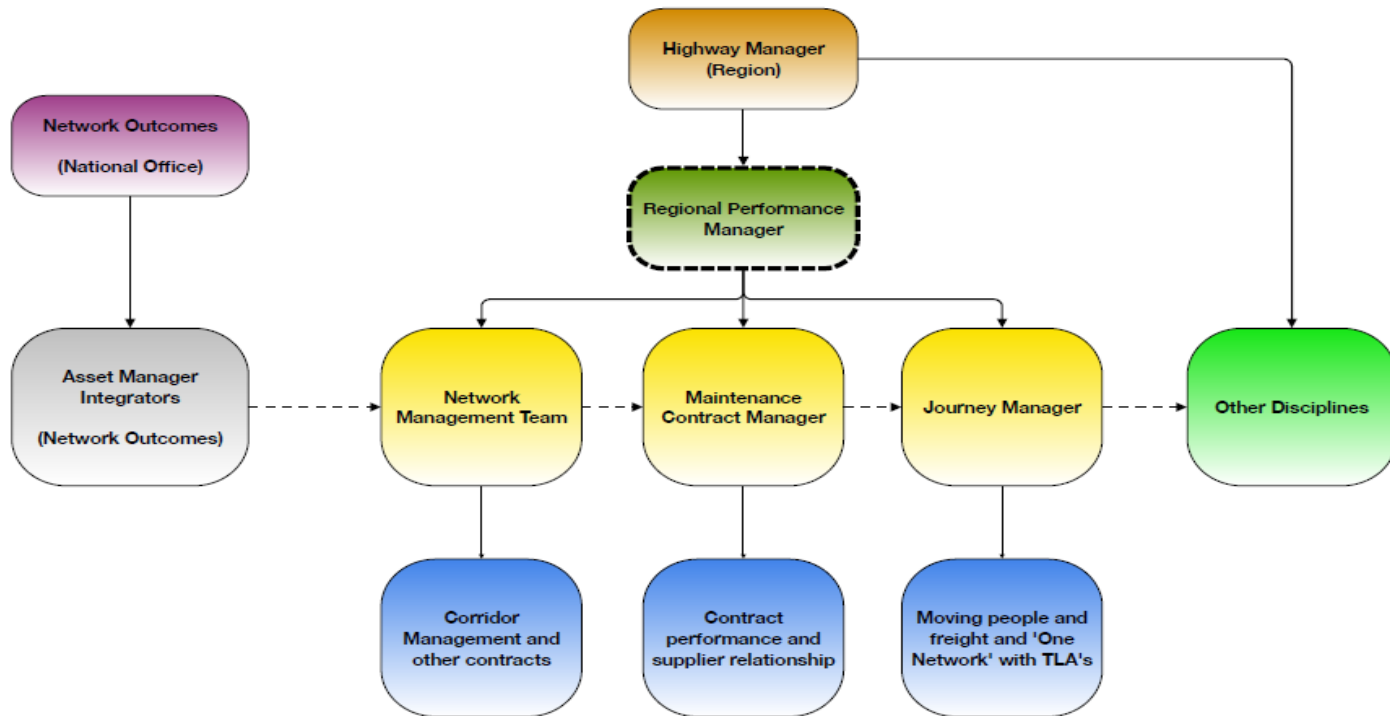
**New**  
Focus on the  
Journey and the  
Asset



# Centrally Planned...



# Regionally Delivered...



# New M&O Roles in Regional Teams



## **Journey Managers**

NZTA owner of the One Network concept



## **Asset Manager (Integrators)**

Owner of tactical & strategic asset management



## **Network Managers**

Owner of corridor management functions



## **Maintenance Contract Managers**

Owner of network outcomes contract performance



# Current Status...



Marlborough Roads conversion commenced July 2013



Documents finalised August 2013

2.5 year roll-out programme established



South Canterbury tender process started.

PSMC006 and East Wanganui conversions underway.

Preparation for next tenders started.





# Building our Cultures & Behaviours



- Committed to strengthening our relationship management
- Collaboration skill building
- Regional coaches
- Stronger feedback loops
- A focus on learning and reflection
- Being deliberate



# Find out More...



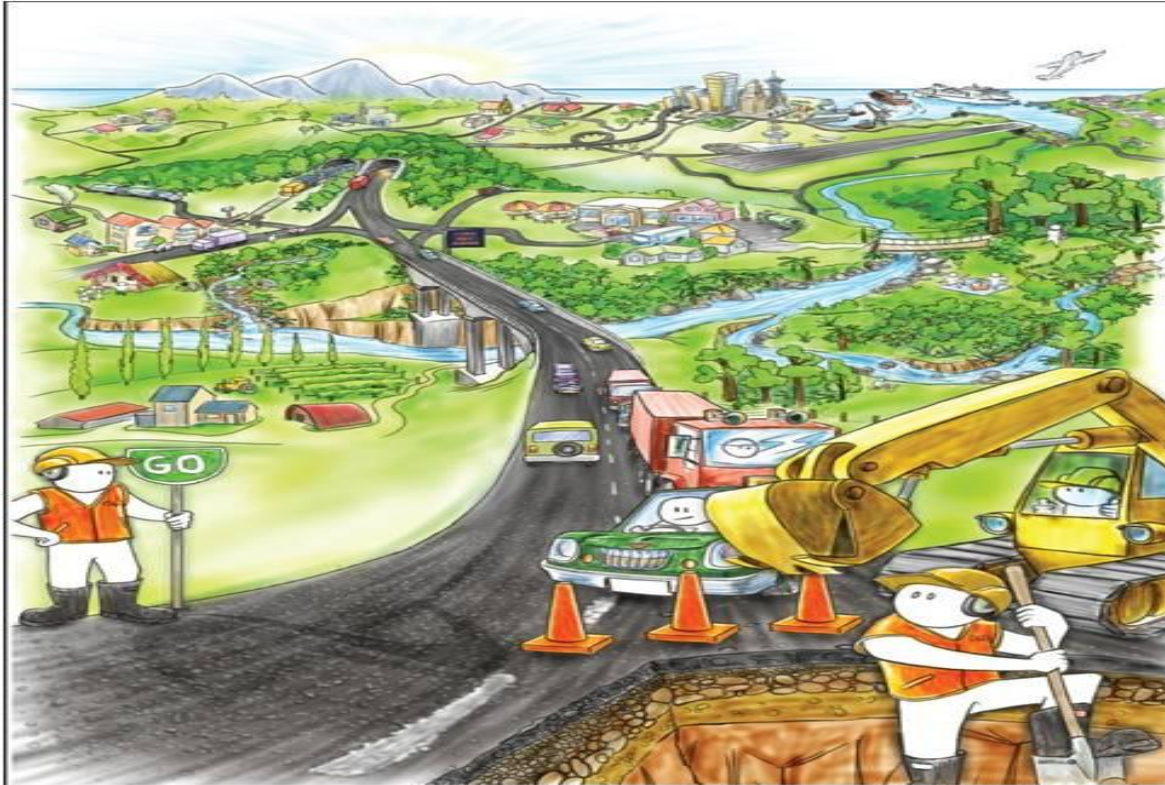
[www.nzta.govt.nz/network/maintaining/management/managing.html](http://www.nzta.govt.nz/network/maintaining/management/managing.html)



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# Questions?



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