

# The NZTA State Highways M&O Journey RCA Forum Update April 2013

CREATING TRANSPORT  
SOLUTIONS FOR A  
THRIVING NEW ZEALAND



# What did we learn from our work?

Asset Management...

Service Delivery...

Collaboration with Others...

People and Capability will **make** or **break** the new plan!



We've got a game changer....

## Primary Supplier Approach....

Leading to supplier integration

And greater NZTA ownership (and accountability)

And collaboration



And another one....

# The New Operations & Maintenance Outcomes Contract (OMC) Model...

Consistency

New risk profile

Performance based with flexibility!

More NZTA control over the program

More focus on performance

Collaborative



And another one....

## 'Centralised' Asset Management

One consistent approach

5 network products for our customers



# So what does this all mean for us?

We need to get better at...

Asset Management  
Strategic Asset Management  
Performance Management  
Relationship Management

**Optimised Network Investment**



# Organisational Structure

## Design Principles:

Clearer accountabilities and focus  
Strong network contract management  
Strong customer focus

We need some people to focus on the here and now...  
And some people to be looking ahead...



# Current Status..

- 23 SH Networks defined
- OMC document – 90% complete
- 2 Contract conversions
- Tender implementation program
- Collaboration opportunities
- Organisational design and capability



# Questions

