

The NZTA State Highways M&O Journey May 2013

CREATING TRANSPORT
SOLUTIONS FOR A
THRIVING NEW ZEALAND



What did we learn from our work?

Asset Management...

Service Delivery

Collaboration with Other

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

