

Using an international best practice approach to obtain greatest value from suppliers



**Pathfinder Project**

# Construction Clients Group

- **Presenter:**  
Mark Colborn
- **Client & Main Companies Involved:**  
Auckland City Council and 13 suppliers
- **Project Name:**  
Using an international best practice approach to obtain greatest value from suppliers
- **Project Duration:**  
On-going from 1 July 2009
- **Project Value:**  
Relating to works totaling more than \$100 million p.a.





Each contract was allocated a Performance Benchmark Handbook outlining the applicable KPI's and how they are measured



Each supplier and Auckland City contract manager has access to an on-line web based reporting tool and was provided with training in its use



KPI's becoming an agenda item for monthly contract management meetings



The establishment of a benchmarking club with 4 meetings held per year, attended by the suppliers, and Auckland City contract managers



Using the data as part of senior governance contract reviews with suppliers

# Construction Clients Group

- **Innovations Used:**  
International best practice approach
- **CCG Construction Clients' Protocols:**  
Evaluating the effectiveness of the project (best value?)  
Focus on performance improvement
- **Stage of Project at this point in time:**  
Implemented and on-going
- **How is the Innovation Going/Gone?**  
Has shown improved performance
- **Key learning points and experiences from the project?**  
Working with people and keep simple
- **Reasons For Submitting as a Pathfinder Project:**  
Demonstrating the potential of performance measurement