

# The New Zealand Construction Clients Group



## Meeting No. 4

when: **Thursday 20<sup>th</sup> October, 09.00 to 13.00 for buffet lunch & networking**

where: **Auckland University, School of Engineering,  
Symond St, 12<sup>th</sup> Floor.** Park on Symond St or Princes St Pay & Display.

theme: **TOOLS FOR CLIENT SUCCESS**

### Agenda

**Arrive & coffee 09.00 for 9.30am**

#### **1. INDUSTRY RESEARCH INTO ALTERNATIVE FORMS OF PROCUREMENT**

*A LEARNING & SHARING session with Suzanne Wilkinson, Senior Lecturer, Department of Civil and Environmental Engineering, The University of Auckland.*

- Our host member will give a short presentation on the Universities programme for research in our industry.
- Her student, Yana Shestakova, will give a short presentation about her research into Partnering & Alliancing in New Zealand entitled:

**The analysis of the use of collaborative procurement systems in New Zealand construction - Partnering, Alliancing, Joint Ventures.**

- Discussion on potential collaborations & benefits and types of research required by Clients

**Morning tea break 10.30am**

**Innovation ■ Best Practice ■ Productivity**

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## Agenda Continued

### Next session 10.45am

#### **2. TOOL NO. 1: BEST PRACTICE SUPPLIER SELECTION & ONGOING ASSESSMENT**

*IN SEARCH OF THE HOLY GRAIL: A facilitated group workshop exercise using a tool for better SUPPLIER SELECTION & PERFORMANCE IMPROVEMENT*

- Learn how to understand & assess your suppliers business
- Understand how your supplier's business performance impacts on your projects
- Discover how to help your suppliers trouble shoot & perform better

### Next session 12.00pm

#### **3. TOOL NO. 2: CUSTOMER SATISFACTION**

*A SURVEY TOOL: Sharing of a survey tool which you can take away to use on your own customers or complete & give to your suppliers.*

- *Group exercise on scoring last project*
- *Discussion around levels of customer service*

**Close around 13.00pm with a buffet lunch & networking**

### ***For your diary,***

Meeting No. 3 will be on 17<sup>th</sup> November 2005.

Speakers & Host to be decided.