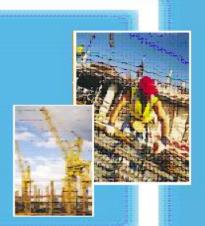
# The New Zealand Construction Clients Group



# 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



# The New Zealand Construction Clients Group

## 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.

- o 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.

