

NZ Transport Agency & NZIHT

18th ANNUAL CONFERENCE

6th - 8th November 2017 Trinity Wharf, Tauranga

Stand & Deliver

Making the customer the centre of thinking for the operation of New Zealand roads.

CALL FOR PAPERS

Closing Date **5pm, Monday 31st July 2017**

We are moving towards a funding model for Maintenance and Operations for roads which places customers and stakeholders at the centre of our thinking. We are giving them certainty about the quality of the network and we are giving ourselves a robust method for assessing the quality of our roads and funding them accordingly.

In the past, much of our road work was driven by the squeaky wheels and embedded maintenance schedules.

Thinking about the customer experience and placing that at the centre of our business model is a big culture shift for many, but it will ultimately lead to greater consistency in our work, and most importantly, better value and service for all New Zealanders.

To help achieve these outcomes an evidence based business case approach to investment in Maintenance and Operations of New Zealand roads is required by Road Controlling Authorities.

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New Zealand Transport Agency and **NZIHT** have identified the following themes which they would like to address in this year's conference. The deadline for submission is **5pm, Monday 31st July 2017**. Please email your abstract along with the attached submission form to jill@nziht.co.nz

1. How do we manage customer and stakeholder's demands to the funds available?
2. Matching the "Levels of Service" to road classification and customers' expectations. How are we going, what are the challenges?
3. We have a long way to go with our people and our suppliers before they understand that the customers are the centre of our thinking: What can we do to improve it?
4. Crucial to any customer satisfaction of the service that is to be provided, is to agree between the service provider and the customer on the affordable "levels of Service" taking into account ONRC. Examples of successful consultation/negotiations and outcomes.
5. Contract Performance (M&O): Robust contract perform measures/operational performance measures/key result areas are essential to ensure that the contractor delivers the client/customers wishes, levels of service and quality, not that easy. Examples of who has got this right and what the challenges are?
6. Evidence based Business case approach to justify investment in M&O- what does a good business case/Activity Management Plan look like?
7. Principal/client level of input into contract supervision/surveillance/quality control for maintenance and renewal contracts to ensure they get the specified quality and what they have paid for. What is too little and what is too much?
8. Knowledgeable clients/principal: REG (Road Efficiency Group) identified the need for clients to have knowledgeable people particularly with technical skills to ensure that they get quality outcomes for M&O, renewals and improvement projects. Are we making progress on this issue and what are the barriers?
9. Procurement Models for M&O: The NZTA has had the "Network Outcomes Contract" (NOC) model on some networks for 3 years or more. There are also a number of other models operating; what are the strengths and weaknesses of the various models and is it time the industry rationalised the different models?
10. Innovation: The industry and in particular the principal/client are looking for more innovation in the M&O space for delivering "value for Money", improved quality, (particularly in pavement and resurfacing renewals) and customer service and satisfaction.
11. Benchmarking: where are we at and are we getting anything out of it?
12. Network Condition: Are the existing systems doing the job and what new systems are being developed to improve the measuring of network condition?

FOR MORE INFORMATION CONTACT
Jill Warner, Conference Co-ordinator
06 759 7065 ext. 709 • jill@nziht.co.nz
www.nziht.co.nz

Delegate Fee	\$800 + gst
Presenter Fee*	\$400 + gst
Earlybird Registration (before 31st July)	\$720 + gst

*This rate only applies to one presenter per presentation

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ABSTRACT SUBMISSION

Title

Topic Number

Presenter/s* Name: _____ Company: _____

Name: _____ Company: _____

Author/s Name: _____ Company: _____

Name: _____ Company: _____

Contact Name

**Only one person per presentation is eligible for the half price registration.*

Word limit: between 250 and 400 words.

Please email your abstract to jill@nziht.co.nz by **5pm, Monday 31st July 2017.**