



MARCHMENT HILL

- consulting -

MHC improves works management and scheduling for New Zealand electricity networks business

the challenge

Our client is a trust-owned networks ('lines') business supplying electricity to consumers in New Zealand's North Island. The business has an internal asset management capacity with Network Services provided by a semi-ring-fenced contracting business.

The business' systems and processes associated with developing and approving the program of work, passing the work to the contracting business, and monitoring progress, were rudimentary in comparison to larger peer businesses elsewhere in the world.

Our client's Executive sought an independent verification of known performance issues, an indication of their relative impact on company performance, and prioritised recommendations to address the issues.

what Marchment Hill did

In order to verify the performance issues and actions required to address them, Marchment Hill Consulting independently assessed the end-to-end works management and scheduling processes through a series of interviews with key staff, supplemented with information from existing performance reports (field force utilisation, productivity, completion of work program, project management outputs, etc).



Figure 1: Assessment of Works Management and Scheduling Processes

Our assessment highlighted performance gaps and required actions to improved Works Management and Scheduling processes.

The final report, presented to a group of managers, highlighted performance issues, root causes and impacts on performance. The report also included a set of prioritised initiatives to address each of these issues that was supported

engagement profile

by a detailed action plan which estimated timing, resources, and interdependencies.

the benefit

Marchment Hill Consulting's contemporary knowledge best practice techniques for works management and scheduling meant that we were able to quickly identify performance issues and improvements relative to the business's functions and processes.

Our practical and prioritised list of recommendations provided a range of benefits to the business's performance such as: improved visibility of performance; enhanced efficiencies in works management processes; improved communications between departments; and more trust between the Networks and Contracting groups.

Marchment Hill Consulting's pragmatic and independent 'outside in' approach meant that we were able to effectively highlight where the real issues lay and build support for change across the business.