Central Otago Systems
Thinking on Roading

Who Are We?
Why Systems Thinking?

Because we were Unsustainable

Fundamental Change had to be made
What it’s all about

• Identifying your purpose and what matters from the Customers Perspective
• Data based decision making
• Eliminating waste in the workflow
• People doing the work provide the value
• Measures to identify issues rather than audits
Our Purpose

An efficient, fully accessible, safe roading network

What Matters to Customers

Do it once, do it right
Do it before it affects me
Keep me informed
Timeliness
Cost effective/value
Waste in the Flow

Demand Work

Programme Work

Inspect

Program

Do Work

Maintenance Contractor

Council

Lists of Work

Do Nothing

Other Contract

Claim

Payment

LTNZ Claim

RAMM

Reports

Financial Projections

Program adjustment
The Value Work

• Identify the Work
• Program the Work
• Do the Work
• Pay for the Work
Is Change Happening?

- Reduced Network Management Costs
- Increased Productivity
- Reduced Paperwork
- Accountants are Happy
- Staff Morale has Increased
- Working as One Team
Mawhinney Road Bridge
Ennis Street Upgrade