

CASE STUDY

Contract Performance Review

project

An alliance of organisations were responsible for the delivery of a motorway upgrade, as part of a major infrastructure program underway in South East Queensland.

Project Procure was engaged to examine and establish current capability, identify opportunities for improvement and develop and deliver customised training to bridge the gap between the current capability level and the level required to achieve project deliverables.

the challenges

- The alliance involved different teams with varying levels of capability in terms of procurement and contract management expertise.
- The procurement and contract management process adopted to deliver the project relied solely on project managers and engineers to manage high risk activities.
- Conducting procurement capability assessments and training without disrupting project day-to-day activities.

our approach

- Undertook an in-depth review of the alliance profile, processes and procedures to determine the key training requirements. This included:
 - review of all current procurement and contract management templates and policies and procedures
 - review of Procurement and Contract Management Plans and the program of work
 - review of performance reporting methods and procedures to determine any specific areas of risk or non-compliance
- Meetings with key staff and conducting on-line surveys
- Established a contract strategy, risk management framework, KPIs and performance management frameworks
- Developed Significant Procurement Plans and Contract Management Plans
- Developed and delivered custom training packages to specifically address the project requirements, policies and procedures.

outcome

- Reduced risk exposure
- Improved procurement, contract performance and contractual compliance
- Better customer satisfaction levels through improved service delivery and proactive client management
- Improved staff skill levels and knowledge transfer, through on-site training and mentoring programs.

