



# CASE STUDY: Transforming Delivery

## A new vision for Highways Agency programmes

The Highways Agency (HA) works in partnership with a range of other national and international contractors to deliver long-term, complex projects across the UK.

### Why were we needed?

JCP was asked to help define and implement a new framework for the HA to apply to long-term programmes. Knowing that collaboration works, the HA wanted to adopt this approach to allow it to achieve key objectives, which included:

- ◆ Managing and controlling risk
- ◆ Improving safety
- ◆ Delivering on time and on budget
- ◆ Satisfying governmental and regulatory requirements
- ◆ Demonstrating cost leadership

The key to this type of transformation is ensuring programme partners meet and work to a set of criteria, including ensuring that positive teamwork influences all decisions. This involves structured behaviour assessment – an area of expertise for JCP.



### Key activities:



#### BEHAVIOURAL BIOGRAPHIES

Biographies of bidder's core team including professional qualifications and collaboration experience.



#### CASE STUDIES

Examples of how the bidder's organisation has demonstrated the required behaviours with other organisations (clients, other suppliers).



#### WORKSHOPS

Residential workshops with core bidder's teams to observe their ability to collaborate and understanding the required behaviours.



#### LEADERSHIP TEAM INTERVIEWS

Panel interviews with key individuals who have full accountability for overall delivery within the bidding organisation.



