



INFRASTRUCTURE SERVICES

Kier Services

Value: £30m

Location: London, Home Counties & South West



Kier Approached TSS to review the 14 disparate Local Authority Streetlighting contracts it had acquired in the south of England.

Project Synopsis

Our first action was to introduce robust contract management procedures for work-in-progress to provide a stable financial reporting mechanism. We facilitated one version of the truth in reporting with our in house software FOCUS.

Using FOCUS we were able to accurately capture the value of work done, and manage / track the conversion of WIP into cash, providing detailed evidence backed reports at each stage.

We then reviewed each contract in detail and developed standardised commercial management processes, procedures, and reports to give a like for like basis on which we could review and compare the separate contracts.

We implemented a weekly CVR ensuring that the inputs, process, outputs and outcomes could all be evaluated and for any necessary management/rectification action to be determined and implemented.

Finally, we assisted Kier with transformation from separate streetlighting contracts to an integrated service with existing highway maintenance contracts.

Key Facts



£30m total contract



Weekly CVR provided



14 projects



2 year contract



Bespoke FOCUS Reporting

Scope of Works

Introduce control and reconciliation procedures into each contract. Evaluation and transformation, if required of:

- Resources deployed
- Process, systems, procedures and methods
- Productivity and comparator information
- Client satisfaction and contract deliverables.

Successes

A robust reporting regime was established which produced a full suite of management information. This enabled operational and financial improvements to be made. Following initial success in two contract areas, the processes and systems we introduced were rolled out to the remaining 12 contract areas. We assisted Kier to rationalise and transition the contracts into existing highway maintenance contracts.

Overcoming Challenges

The existing contract management arrangements used ad-hoc and disparate labour manual systems. We undertook a collaborative process re-engineering exercise to develop uniform, compliant processes and procedures for all contracts.

Testimonial

"TSS staff were clearly experienced, having good subject matter and a proactive and purposeful approach to overcoming the challenges that faced them, adding real value and increasing profitability to the framework."

Ian Nelson
Kier Group