



Project: Norfolk Strategic Partnership

Challenge: Siemens had been maintaining the traffic signals in Norfolk for over 10 years and in that time had worked along side many civils companies using many different types of contracts. The Strategic partnership contract awarded to May Gurney was a different type of contract and there was a requirement to work collaboratively, potentially for the duration of the framework.

Solution: Siemens embraced the new contract and since October 2004 Siemens have worked alongside May Gurney using a partnering mindset. This partnering style approach has benefited all the framework partners and the most important the road users. Siemens and May Gurney are succeeding in changing the old style culture of Contractor / Sub contractor. Its fare to say they we encounter problems along the way, however it's the methodology of resolving these issues that have / are changing. Its normal now for both company representatives to communicate with each other no longer shout at each other, and it is no longer seen as blame when issues are escalated within each company, its just a formal way of highlighting each others priorities to ensure senior management are aware, and that additional resource is required within Norfolk.

- Benefits:**
- Agreed rates, enabling all parties to complete estimates and target costing, variations being issued/agreed knowing that the revised costing can easily be calculated and visible to all parties with the extra benefit to Siemens of reduced tendering costs
 - Co location has been a great success enabling Siemens to reduce costs of unnecessary additional buildings, using May Gurney in Trowse for storage and Norfolk County Council for Offices. This also means that Siemens can assist NCC with administration work and Norfolk have signal expertise within their offices. May Gurney premises at Trowse enable easy access and security. The reduced overhead cost to Siemens enables them to reinvest in NCC assets, in short Siemens can offer 3 free controllers a year to enable upgrade of worst performing sites.
 - Client Satisfaction, from this kind of relationship we gain increased influence over our suppliers' safety, quality and environmental management, ensuring that their standards echo our own and ensuring our clients receive consistency of service at all times.
 - We are now starting our 3rd year and to date the change has been noticed by all within the partnering frame work, we are looking forward to taking this forward both locally for the Norfolk Framework partnership and Nationally where Siemens and May Gurney work together on more projects throughout the UK.