

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



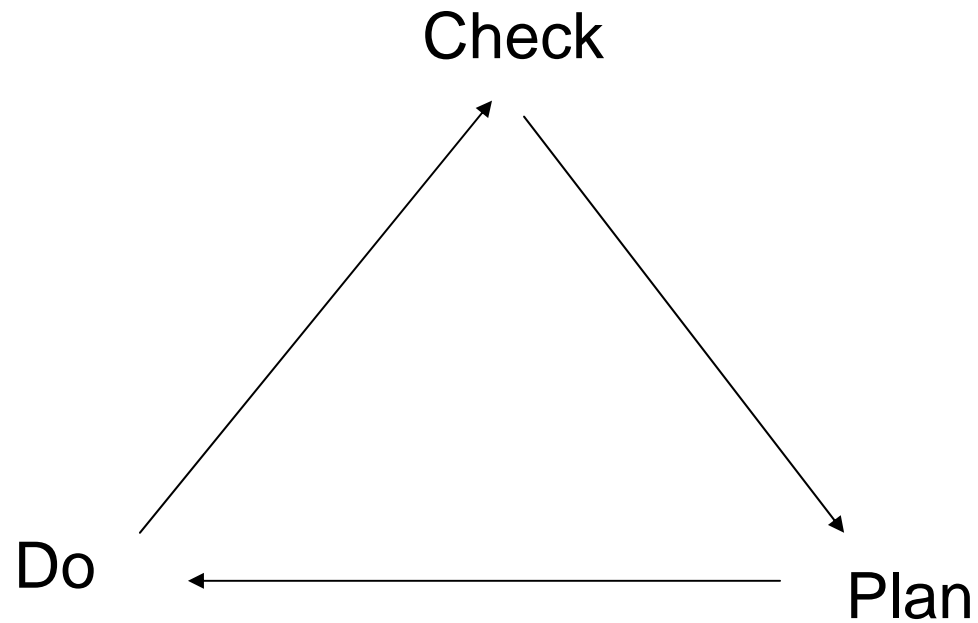
An efficient, fully accessible, safe
roading network

What Matters to Customers

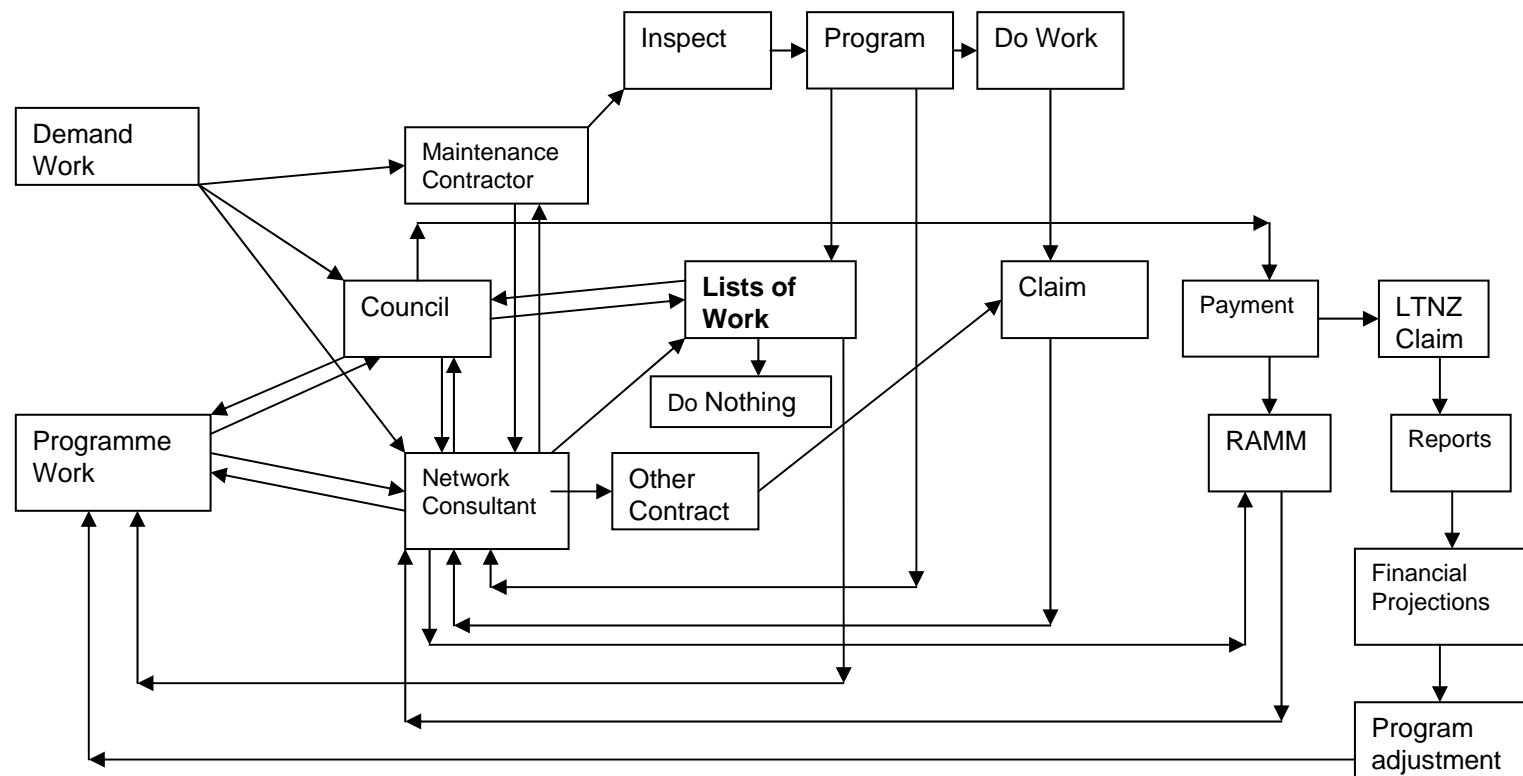
- Do it once, do it right
- Do it before it affects me
- Keep me informed
- Timeliness
- Cost effective/value



Data Based Decisions



Waste in the Flow



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

