

Lean Infrastructure

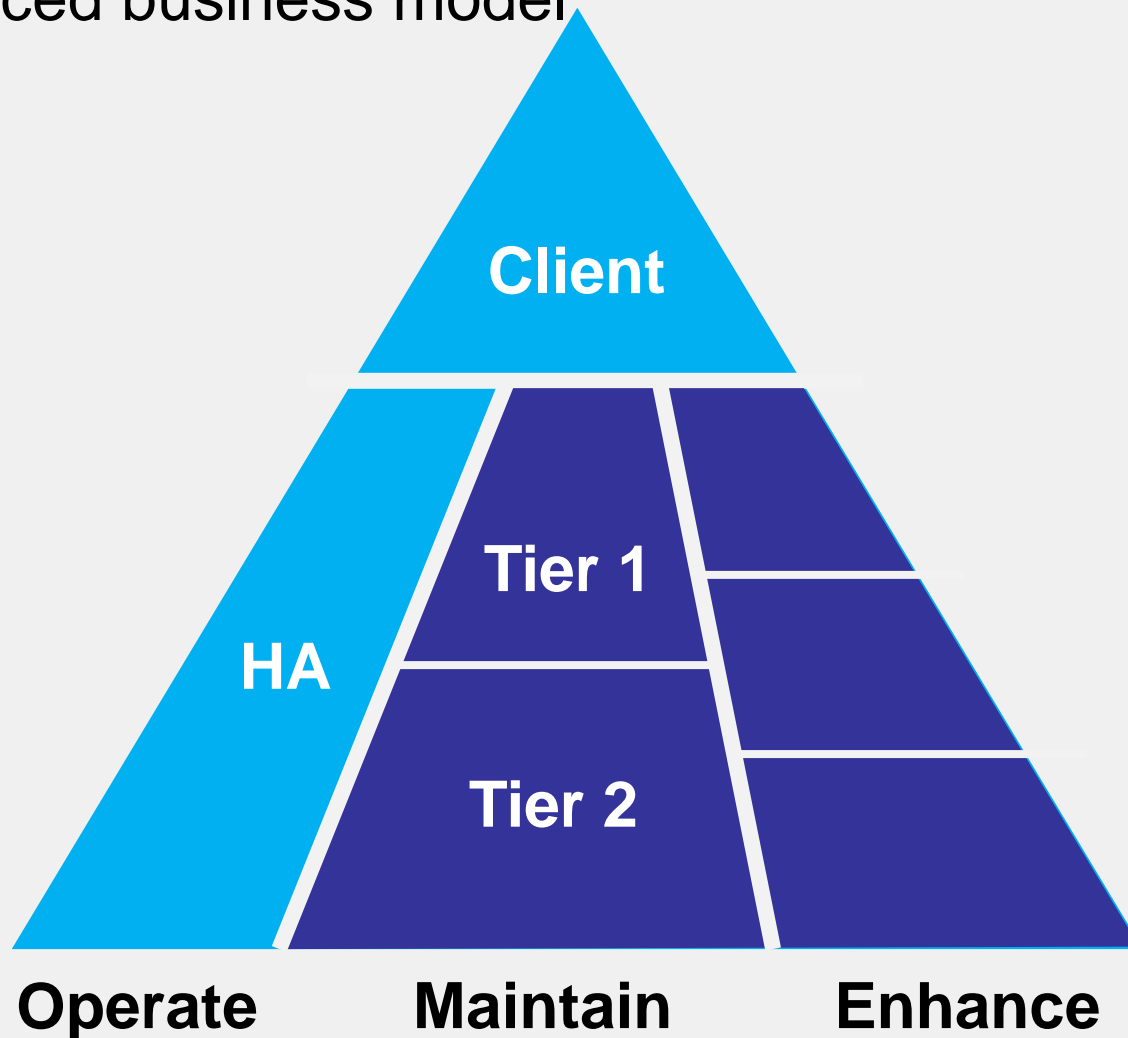
The Strategic Road Network: A Lean Journey

30 October 2014



The Highways Agency experience

An outsourced business model



Lean in practice

HA Customer Operations use Lean to focus on our customers and how we can deliver value to them

Example:

New process for contractor calls to RCCs to set signs and signals for works on major roads resulted in

- **More accurate information for customers**
- **improved service to contractors**
- **Improved KPI performance**



Lean in practice

Since 2009, our supply chain has used Lean to deliver £90 million in auditable savings

Examples:

- **M62 smart motorways scheme has achieved savings of £5.5 million, of which £3.8 million through collaborative planning**
- **Gabion wall installation improved from 19m³ per day to 34m³ per day**



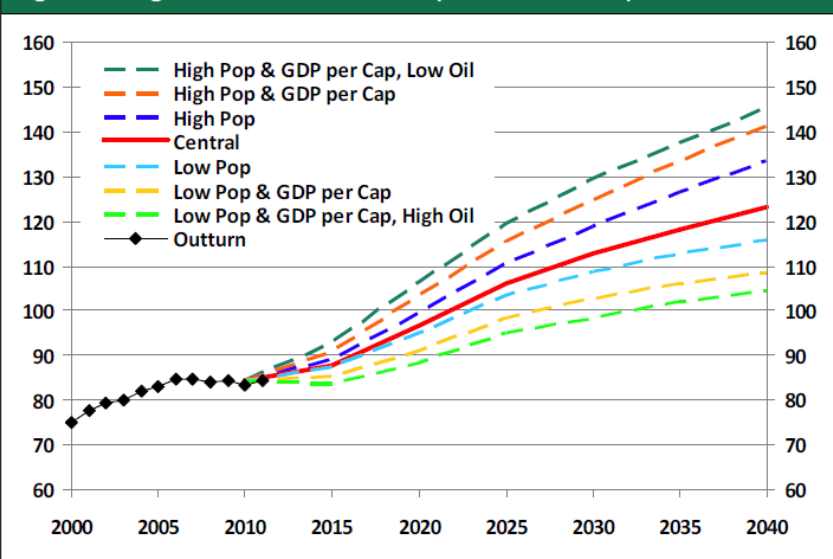
Why we need to change this industry

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- A woman with blonde hair tied back is sitting at a desk in an office, working on a computer. She is wearing a dark jacket and a red and orange patterned scarf. There are two large monitors in front of her. The left monitor displays a map with various colored regions, and the right monitor displays a similar map. Her hands are on a keyboard and a mouse. The background is slightly blurred, showing other office equipment and a person in the distance.
- **Construction remains fragmented**
 - **Productivity matters – to clients and suppliers**
 - **Growing demand and finite resource**
 - **Skills**
 - **Carbon**
 - **Innovation**

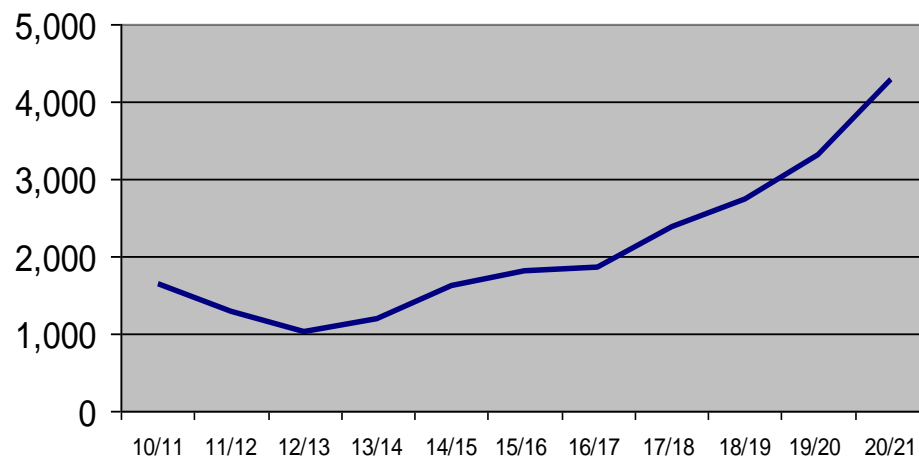
A lean journey – only just begun

Pressure on operating/ maintenance costs

Figure 2: England Traffic on the SRN (bn vehicle miles)



Total HA Capital Investment Budget (£M)



Transforming a business

**Customer
experience**

**Long term
planning**

**Advanced delivery
Collaboration
Efficiency
Productivity**

**A dynamic
business**



Lean is a vital tool

- Reduce delay
- Reduce unit cost
- Increase output

...and it needs to be tool of choice



Construction is not different

