



Production Partnership Management.

Worked scenario with external Supplier.

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Scenario

National Mapping Agency (NMA)

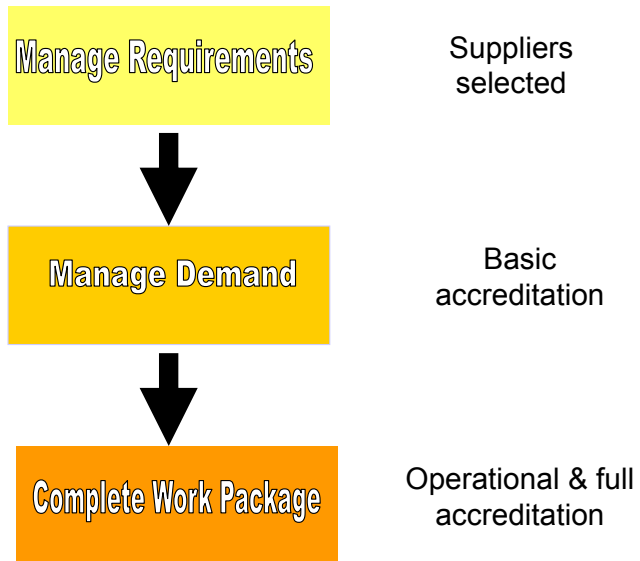
Requirement to update large scale dataset using ortho imagery.

Database is owned by NMA



- No or limited internal **capability/recourses** are available to carry out work
- Budget & timescales** have been identified for contracting out the work
- Specifications known** – customer (National mapping Agency) is the **owner/custodian** of the dataset to be revised. Quality requirements are known – Acceptable quality levels defined for database.
- Production & Quality specialists** exist within the customers organisation

Production Partnership Management with an external supplier



Production Partnership Management with an external supplier

Manage requirements



Tender prepared



Pre qualification questionnaire



Invitation to tender



Preferred supplier selected

Pre-Qualification Questionnaire

–states there is a **requirement to undergo and pass** the Ordnance surveys' **Accreditation** process.....

Invitation to tender

- states that the external supplier will be required to **undergo, pass and maintain the OS accreditation process** for the supply of data.....

Considerations:

- Most economically advantageous** offer / **best value** for money.
- Costs.**
- Confidence** in ability to deliver service on time to required standards through sample data, site inspections, process
- Supplier mix** (size of contact), skills, methodology and resources
- Risk** - Disaster recovery / contingency plans - Contract not greater than 50% of companies workload
- Prepared to work in Partnership - Change Management** – successful bidders must be open throughout term of contract – when changes to processes are made they must be communicated – failure to do so may result in penalties where quality is affected as a result

Production Partnership Management with an external supplier

Manage demand

Contracts Agreed

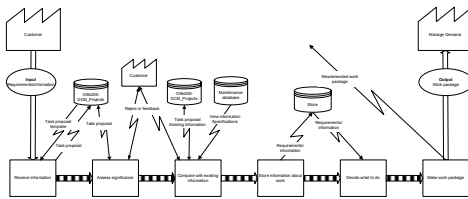


Supplier sets up processes



Production starts

Example Process Map



Contracts Agreed - Introduction and enforcement of KPIs

The contract identifies service levels which are agreed with the supplier prior to signing. Agree & monitor schedules:

Delivery – Service level: deliver 100% within measurement period
deliver to schedule

Critical service level: deliver 95% within measurement period

Quality – Service level: deliveries produced under accreditation and meet AQLs

Critical service level: breach of accredited process and/or accreditation failures as defined by AQLs in measurement period.

Controls Planning meeting - weekly
Programme meeting - quarterly
Strategic meeting - six monthly

Supplier sets up processes

Documentation – Quality Plan, flow charts/process maps. **Individual Accreditation** process defined (supplier responsibility)

Monitor expenditure against budget, **Quality Control** appropriate to ensure confidence in right first time delivery to OS achieving AQLs.

BASIC ACCREDITATION ASSESSMENT- AWARD

Role of **supplier manager** see next slide

Production Partnership Management with an external supplier

Complete Work Package



1st Data Delivery



Quality Assurance



Incident/Acceptance/
Feedback reporting



Quantity & quality criteria
met

Quality Assurance – to confirm adherence to accredited processes to ensure accuracy of data & completeness.

Acceptance reporting – positive feedback/praise is as important as error reporting

Quantity & quality criteria met

Use of trends monitors for Quality, Adherence to Schedule monitors for Key Performance indicators.

Individual Accreditation (responsibility of supplier) reaches and maintains critical level

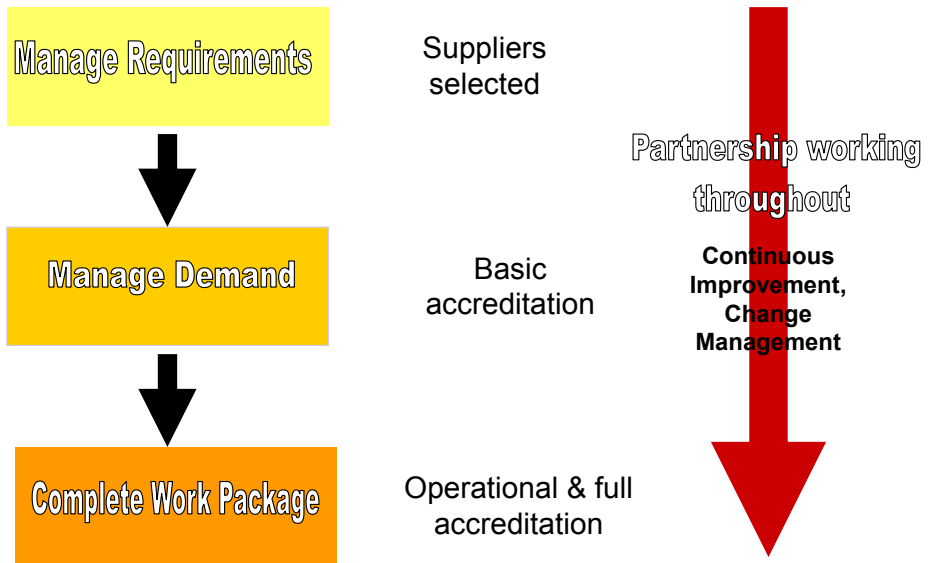
OPERATIONAL ACCREDITATION ASSESSMENT/AWARD

FULL ACCREDITATION AWARD ONCE right first time deliveries sustained through on time delivery for defined period.

Role of Supplier Manager

- Single point of contact for all communication
- Develop day to day working relationship
- Agree schedules of work
- Monitor delivery
- Monitor quality
- Approve invoices
- Apply Key Performance Indicators

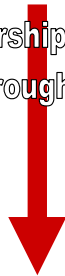
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PPM carries on after Full Accreditation
Continuous Improvement

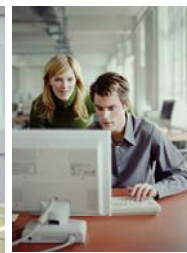
Production Partnership Management with an external supplier

Partnership working
throughout



Continuous Improvement:

- Audit
- Process Review
- QC/QA trends
- Support visits



Audit:

Used in Assessment for Accreditation award

Used to identify Corrective Action requests – providing positive feedback:

- Major – issue identified that quality failure or delivery failure evidenced
- Minor- issue identified with potential for quality failure or delivery failure evidenced
- Observation – Best practice/suggestions for improvement identified

Actions identified could be for supplier or OS

Process Review:

Using lean tools to improve – breakdowns in process, improve throughput, remove blocked inventory, identify Non Value Added activity (waste) in process and remove, minimise essential non value activity and maximise time spent on value adding work.

Trends:

Actively use trends monitors to target improvement activity

Support visits:

Training, communicating, building relationships – face to phone a friend.

Production Partnership Management with an external supplier

Partnership working
throughout



Continuous Improvement

- Training support
- Share Expertise/Software/QC tools
- Revise Specifications and tighten AQLs
- Friendly review meetings/ lessons learned

Customer/Supplier share best practice on:

- Accredited software, process and operators, do not hold back QC software – give the supplier every opportunity to confirm right first time delivery prior to sending in to OS.
- Revised specification and tighter AQLs – involve suppliers in reviews – seek feedback
- Lessons learnt, preventative action for customer as well as

Production Partnership Management with an external supplier

Partnership working
throughout



Change Management

- Communication is essential
- Share ideas, best practice and solutions



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