

2014 GEM Awards

Going the Extra Mile for our customers

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| **Keeping Customers Moving**

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| **Name of entry:**  |

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| **Company details** |  |  |
| Company: |       |  |  |
| Company address: |       |  |  |
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|  |       |  |  |
| Main activity of company: |       |  |  |
|  |       |  |  |
| **Contact details** |  |  |  |
| Name: |       |  |  |
| Title: |       |  |  |
| Telephone number: |       |  |  |
| Email address: |       |  |  |
| Postal address *(if different from above)* |       |  |  |
| **Award details** |
| There is no charge to enter the awards. Finalists will be invited to attend the awards ceremony in Auckland on 22 September 2014 (venue to be confirmed).Completed entry forms need to be received **by 5pm on Friday 25 July 2014.**  Via email: gems@nzta.govt.nz  or post: Gemma Howie, NZ Transport Agency, Private Bag 6995, Wellington 6141.  |
| **Terms and conditions** |
| I hereby apply on behalf of my organisation for entry into the 2014 NZ Transport Agency GEM Awards and agree to be bound by the relevant terms and conditions. I declare that all information supplied is accurate and that I am an authorised representative of the named company/organisation. |
| Signature: Date:      |

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| **Entry guidelines** |
| The headings below are the key elements your entry should cover, with the bullet points providing a guide to what we would like you to demonstrate.There is no prescribed format for your entry, but we do ask that you keep it under 2000 words.You are encouraged to include - as appendices - two Powerpoint slides with a high level description of your entry and supporting photos, charts, tables and graphics. For shortlisted entries, these slides will be used by presenters as they introduce each finalist. |
| **Keeping Customers Moving Award Objectives & Submission guidelines** |
| **Objective:**Show evidence of minimising dissatisfaction due to travel delays during maintenance or construction projects. Allowing customers to be able to predict journey times. Communicating any changes in journey times within adequate timeframes. |
| **Guidelines:****Company philosophy*** What are the aims and philosophies of your company, particularly in regard to keeping the clients business operating and in particular any public expectations being addressed on behalf of a client?
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| **Management and leadership** * Comment on the degree of organisation-wide commitment to any client requirements for delivery of public expectations and how this relates to the Transport Agency keeping our traffic moving.
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| **Systems and practice** * Provide examples of innovative worksite planning or construction methodologies that are used by your organisation to avoid or effectively manage customers’ unaffected use of the highway network.
* Show how your systems and operation manuals encourage a focus on catering for public users of a network, while work activities or adverse events are occurring.
* Show evidence of the communications you were involved with that provided better public understanding in cases of disruption to the highway network.
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| **People*** Comment on innovative ways that your people have addressed the travelling public or freight requirements to continue using the highway network during road works or adverse events.
* How do you train to increase, and then monitor, the need to meet public expectations amongst your staff when dealing with the Transport Agency’s operations or project activities?
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| **Striving for success*** Provide examples of where an initiative that has involved keeping highway networks open has been picked up for wider use across the company.
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| **Results*** Can you show evidence of minimising dissatisfaction due to travel delays during maintenance or construction projects?
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