

Excellence assessment fact sheet

Why should I participate?

Teams sign up for an assessment for a variety of reasons. Many teams are interested in getting a benchmark of their team's skills and capabilities to understand strengths and opportunities for improvement.

Other teams may want support to prioritise which areas to focus on first to lift their team's capability or improve performance.

High performing teams may participate in the assessment to get a shared understanding of what they are doing well and how to focus their attention to get additional improvement.

How long does the assessment take?

On average, it takes teams 12 – 16 hours to complete the self-assessment, including evidence gathering. The time it takes depends on the amount of information available to the people completing the workbook and their level of understanding of the team's current transport activities and practices.

Assessment workshops are 14 hours, over two days. The follow up session to review the assessment report is two hours.

Implementation of the recommendations needs the most investment of time, but also gives the greatest return on investment.

Who needs to be involved?

We can work with you to determine who is best to complete the self-assessment and participate in the external moderation workshop. At a minimum, most teams involve all their senior staff in the assessment.

How much does it cost?

The Excellence assessment is fully funded through the National Land Transport Fund (NLTF) and the Road Efficiency Group Te Ringa Maimoa (REG). The only cost to transport teams is the time it takes to participate in the assessment process, and the cost of time and materials to develop or update the team's improvement plan and implement the prioritised improvement actions.

How is our team assessed?

The Excellence assessment framework underpins the assessment process. The framework provides a definition of what excellence looks like across 8 key areas of the business¹ – people and culture, systems, evidence, communicating, decision making, service delivery, benefit delivery and quality improvement.

Each area has a set of criteria that the team is scored against. The criteria have been defined by transport and learning and development experts and cover the areas where performance is critical to achieve transport and activity management excellence.

As part of the self-assessment the team gives themselves a current and target score between 1-5 for each set of criteria within the 8 performance areas.

During the moderation workshop, the assessor reviews the self-assessment scores and works with the team to provide an external moderation score for each set of criteria.

Through workshop discussions, the assessor and team also agree on a target score for each criteria and identify improvement actions to help the team reach their targets.

What does the assessment tell me?

The assessment helps your team understand where your strengths are and where there is room for improvement in your activity and transport management practices.

An assessment report is given to the team following the external moderation workshop. This report is designed to be a resource for the team as well as the executive leadership team, governance and other internal or external parties.

The report provides an overview of the self-assessment and external moderation scores and introduces an overall excellence score that describes the current and desired skills, behaviours and attributes of the team and wider organisation.

The report also provides a prioritised list of improvement actions that will help your team form the basis of their improvement plan.

¹ Based on the Road Efficiency Group *Pillars of success*.

Is this an audit?

No. An audit determines your compliance with rules and regulations. The Excellence assessment, on the other hand, is an in-depth conversation used to build a holistic picture of current team practices and activities, define what excellence looks like for your team, and identify a path towards that goal.

I'm from a small transport team – will the assessment be relevant to me?

Yes, absolutely. The assessment is related to transport activity, rather than size of team. Even if you're a team of one, there's value in looking at current practices and identifying ways that you want to improve over time. The assessment helps you identify where you're at, where you want to be and how to get there, in a way that is relevant to your team and road controlling authority.

How does participating in an assessment improve our team practices?

Participating in the Excellence assessment doesn't immediately improve your team's practices; however, it does shed light on your team's strengths and provide your team with a prioritised list of actions to help improve key activities and practices.

When team's take these learnings and integrate them into their team planning, they often see improved relationships across the business, more robust and consistent decision-making, improved trust amongst team members, and improved asset and transport management practices, which can lead to better outcomes for their communities.

This seems like a lot of extra work for already busy people...

There is a huge amount of change happening across the transport sector. Change can be hard on teams, especially teams that are already under pressure. What we know about teams though, is that when there is a high level of trust and improved access to information, they perform better under pressure.

Taking time to work together as a team, understand what you're doing well across all aspects of the transport function, and develop a shared plan for improvement, often helps teams work together better. It means that teams are better able to support each other in times of stress and have a shared understanding of what success looks like. It's an opportunity to think *about* transport activity, rather than think *in* the activity.

Who runs the assessment?

REG runs the Excellence Programme and our assessors conduct the moderation workshops. The assessors are learning and development experts who have been selected and trained by REG. The assessors often have a background in local government and experience working with transport or infrastructure teams across the country.

The assessment framework underpins the assessment itself. The framework is designed to bring to life the REG pillars of success, which take a holistic view of excellence in activity and transport management.

REG is a partnership between NZ Transport Agency Waka Kotahi, Local Government New Zealand and all road controlling authorities and is fully funded through the NLTF. The partnership is made up of over 50 volunteers and a programme management team. The programme approach is 'by the sector, for the sector', with all tools, guidance and products created by and in collaboration with transport and asset managers from around the country.

Ready to book an assessment or have additional questions?

Please reach out to us. We are more than happy to arrange a time to speak with you or your team to discuss the Excellence Programme and how the assessment can fit in with your improvement planning.

Denis Lewis
Excellence Programme Project Manager
027 446 9673
reg@nzta.govt.nz

Andrew McKillop
REG Programme Director
Andrew.mckillop@nzta.govt.nz

Road Efficiency Group

Te Ringa Maimoa

