Supply Chain Sustainability School Operations Group Meeting- 16th June 2015

Date: Tuesday 16th June 2015, 1 – 3pm

Attendees: Ian Heptonstall (Action Sustainability), Hilary Hurrey (Action Sustainability), Mark Turner (Action Sustainability), Emma-Jane Allen (Action Sustainability), Danielle Bistacchi (Action Sustainability), Ursula Cooper (Action Sustainability) Shamir Ghumra (Responsible Solutions), Ian Nicholson (Responsible Solutions), Alice Hands (Sir Robert McAlpine), Dan Firth (Interserve), Peter Johnson (Kier), Aaron Reid (Balfour Beatty), Steve Enright (Abellio)

Apologies: Lucy Hind (Covance), Kevin Moran (Galliford Try), Steve Cook (Willmott Dixon)

1. Update on previous actions

Ian Heptonstall reported back on the last meetings action points.

Actions:

✓ The FM and Infrastructure leadership groups are to meet to discuss the elearning modules and identify which ones cross over from the Construction School. (FM & Infrastructure Secretariats)

✓ Hilary Hurrey to ensure the Operations Group Terms of Reference have been distributed to the group and to get them placed onto the website. (HH)

✓ The Elearning widget is being developed. This will take some time and is to be kept as an action on the meeting notes (AS).

✓ Danielle Bistacchi to put Peter Johnson in contact with Ross Primer for filming for Welsh School. (DB)

2. Consider the KPI's – comments or additions

The KPI's were presented, which have also been presented at Board level.

The Partner KPI does not represent the split in terms of engagement. E.g for the FM School are there any major clients involved? It is important to understand the level of impact and engagement the each part of the School has.

Agreed points:

• It was agreed that AS would put together a list of the Partners detailing which sectors they cover. This will give an understanding of who and how the Partners are engaged, and who potentially should be engaged.

• It was agreed that there was no KPI that measured the impact the School was having on the individual businesses engaged with the School. This needs further discussion. It was suggested that it could be something around the progress that members are making within the School and how often they are engaging with the School. This is also linked to the reclassification of the members to active members or registered users.

Actions:

✓ AS to pull together information on what sectors the Partners cover in a succinct list and distribute to the group for discussion at the next meeting. (AS)

3. Definition of a member

The Operations Group where informed that the Board were looking at reclassifying what a member is within the School. Ian Heptonstall presented the statistics to the Group.

Agreed points

- It was agreed at the Board meeting that there would be an 'active member' defined as a member who had looked at a resource within the last 12 months. Anything out of that timescales would be classified as a 'registered user'. The final decision remains with the Board.
- It was agreed that AS would look at a points system that is related to the action plans and reaching bronze, silver and gold status. The points system would be designed to ensure that there was an incentive to continue with self-assessing.
- AS would potentially integrate this into a Communications plan over nine months which would include the communication on type of membership. It was agreed that once set, the new figures would be integrated into the business plan and relate to adjusted KPI's.
- It was agreed that there should be a feedback survey amongst active members to understand the difference/ impact the School has made on their organisation. These should be considered as case studies for each School.
- It was noted that there should only be one feedback form handed out at events (currently an additional form is handed out at the workshop)

Actions

- ✓ AS to produce a briefing paper on 'points system' and investigate with their IT partner what was possible and the costs associated with it. To be presented at the next meeting. (AS)
- ✓ AS to send a link to the case studies contained in the Construction School. (DB)
- ✓ As to devise a survey form and programme to distribute this to the School members. (AS)
- ✓ Each sector group to create two case studies by end of financial year. (Secretariats)
- ✓ AS to develop a marketing plan which focuses on a monthly topical subject. A list of topics will be prioritised. (AS)

4. Structuring the learning of the Offsite School & Supply Chain Sustainability School

Ian Heptonstall reported that the Board were considering the structure of the OSM School and SCSS School. The Operations Group were tasked with considering each of the management competencies (Leadership & Culture, Change Management, Innovation, Project Management, Supply Chain Management, Quality Management, Marketing & Business Development and Collaborative Working) and if and how each topic within the topic would fit in the Supply Chain Sustainability School.

Action Points

- ✓ AS to capture the working groups comments on each area and feed this back to the group. (UC)

5. Partner dashboards

Emma-Jane Allen reported that the Partner Dashboard was almost complete.

It was discussed that the dashboards for a client would need to be considered and what level they would focus on.

Actions

✓ As to write brief and explore cost implications, gain consensus from the Operations Group and then get agreement from the Board. (AS)

6. **AOB**

PLEASE ADD I WAS NOT AT THIS BIT.

Next meeting:

PLEASE ADD.