# EXCELLENCE ASSESSMENT
## [Team name]

The Te Ringa Maimoa Excellence Programme helps organisations achieve excellence in transport activity management by assessing their transport activity and practices. The assessment uses sector-developed standards to measure performance and encourage alignment between organisation goals and national, regional, and local policy and objectives, all with a focus on community outcomes and benefits delivery. Transport teams conduct a self-assessment and undergo an external assessment, resulting in an overall excellence score and set of scores for eight key performance areas. These scores are used to develop a plan that builds on the team's strengths and prioritises their opportunities for improvement on their journey towards transport excellence.

The [Sample] transport team completed the Excellence assessment in October 2023. The team have made significant improvements since their previous assessment, demonstrating their commitment to continuous improvement. These improvements and lessons learned, along with their proactive approach to research and development, contributes positively to the regional and national transport delivery knowledge base.

The team are performing competently across most performance areas, which is driven by their collaborative approach, service delivery focus and good use of systems, processes and data. The team have an analytical approach to building and refining processes and demonstrate a commitment to creating opportunities for stakeholder engagement. They have a strong desire to learn and a willingness for self-reflection, which, paired with their strong people and culture foundations, will help them achieve some of the stretch target scores agreed in this assessment.

The team places a high value on communication and engaging with others for shared outcomes. Going forward, we recommend spending time setting clear goals and role responsibilities in the draft communication and engagement plan. We also recommend elevating service delivery by further developing a differential levels of service (LoS) framework and considering how benefits are identified, measured and communicated in the asset management plan (AMP).

## OVERALL EXCELLENCE SCORE

| 0-20 Minimum standard | 20-40 Needs improvement | 40-60 Competent | 60-80 High performing | 80-100 Sector leading |

The overall excellence score is calculated using weighted scores from each performance area. The overall excellence score in on a scale of 1-100, within one of five bands. Each band provides a high-level description of the organisation. The overall excellence target is what excellence looks like for the team/organisation. The target is calculated using the weighted target scores from each performance area.

| CURRENT: Competent | Current score |
|---|---|
| These organisations demonstrate a strong degree of competency and comfort with current delivery. Staff are capable and take pride in their work. They deliver well; however, they may not consistently innovate or demonstrate robust decision-making, good communication, confidence and/or transparency.<br><br>These organisations seek out opportunities for continuous development, but it is not seen as a consistent feature of their delivery model. | **57** |

| TARGET: High performing | Target |
|---|---|
| These are progressive organisations that demonstrate confidence in planning and delivery. They have a strong culture of innovation and transparency and there is acknowledgment from These are progressive organisations that demonstrate confidence in planning and delivery. They have a strong culture of innovation and transparency. There is acknowledgment from peers that they are more than just competent.<br><br>These organisations actively seek improvement opportunities in decision-making and delivery. They build high performing teams who have the skills, experience to recognise and resolve issues in a constructive and progressive way.<br><br>Investment reflects the things that matter to the community, and this is clearly communicated. There is good use of benefits data and information to identify land transport problems. There is effective reporting to show the value that investment is delivering to the community. Most decision-making contributes to an effective, efficient, and safe land transport system and enables effective reporting on how the organisation is giving effect to the GPS and strategic priorities. | **67** |

## PERFORMANCE AREA SCORES

| 1-2 Minimum standard | 2-3 Needs improvement | 3-3.75 Competent | 3.75-4.5 High performing | 4.5-5 Sector leading |

The assessment process is comprised of two primary activities – the self-assessment and external moderation. Both activities compare a team's transport activities and practices to a set of excellence criteria across eight performance areas. Scores range between 1 and 5. A detailed description of the team's strengths and areas for improvement within each performance area is included in the assessment report.

| | External moderation | Self-assessment | Target score |
|---|---|---|---|
| People and culture | 3.75 | 3.42 | 4.25 |
| Systems | 3.47 | 3.18 | 3.82 |
| Evidence | 3.18 | 3.00 | 3.73 |
| Communicating | 3.25 | 3.08 | 4.00 |
| Decision making | 3.42 | 2.71 | 3.96 |
| Service delivery | 3.50 | 2.94 | 4.22 |
| Benefit delivery | 2.92 | 1.83 | 3.83 |
| Quality improvement | 3.44 | 2.56 | 4.00 |

## OPPORTUNITIES FOR IMPROVEMENT

- **Benefit delivery:** We recommend continuing with plans to improve the link to benefit realisation in the AMP and tracking reportable ONRC/ONF KPIs. We also recommend further developing the differential LoS framework and incorporating realised benefits into lessons learned and activity assessment processes.
- **Communicating:** We recommend completing and implementing the communications and engagement plan. We also recommend refining the AMP summary to improve public understanding and strengthening relationships with stakeholders, including iwi, contractors and industry.
- **Service delivery:** We recommend including ONRC/ONF measures in the AMP and undertaking sensitivity analysis. The results of the analysis should be publicly available to enable informed decision making and improved service delivery. The team can enhance smart buyer capability by doing a gap analysis on the current state to desired state of the network and aligning transport procurement processes with other council department practices.

## Te Ringa Maimoa
Transport Excellence Partnership

WAKA KOTAHI
NZ TRANSPORT AGENCY