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## Innovation Winner 2018

### Transport Infrastructure Efficiency – Benchmarking Framework

#### The Judges say...

Whilst the platform is not yet fully tested, the panel recognised its huge potential. It will require the team to overcome some challenges relating to various sharing of cost data but if they succeed the benefits will be significant.

In 2017, the Department for Transport (DfT) and related organisations (Highways England, Network Rail, TfL, Crossrail, HS2) developed the Transport Infrastructure Efficiency Strategy (TIES) to: cascade best practice, drive improvements in the way that infrastructure is designed, delivered and maintained, and inform decision making to optimise capital investments. A key ambition was to establish a benchmarking capability across the organisations. They commissioned a project to 'prove the concept' that benchmarking could inform better decision making by building, testing and demonstrating a new accessible platform that would enable sharing and interpretation of data, establish metrics that inform infrastructure and to provide a basis for effectively sharing best practice between transport clients.

Turner & Townsend was appointed to define, design and deliver a Benchmarking Framework, covering how to build a common benchmarking capability and a prototype to demonstrate "the art of possible", based on real data.



**Type of work:** Consultancy

**Number of staff:** 7 on team

**Company turnover:** £491m (globally)

#### Actions

- Collaboration of stakeholders at board level, and including HM Treasury, Cabinet Office, RICS and the supply chain.
- Stocktake of industry needs, existing benchmarking practices and collection of historic data.
- Identified how the way major infrastructure projects are currently compared compounds the issue of cost overrun.
- Identified inconsistency in the way different industries measure investment potential.
- Developed a software programme that would provide a consistent environment for comparison.

#### Impact

- Sharing of performance data for the first time.
- Insight to plan and drive decision making – and therefore better outcomes.
- Significant time and upfront cost savings.
- Objectively demonstrating value for money and giving client confidence to proceed.
- A catalyst for organisational alignment.

#### Lessons learned

The team has taken the time to engage with many stakeholders to ensure delivery of an 'Insight Portal' which allows users to explore data trends and to leverage that data to act as a catalyst for identifying efficiency and innovation opportunities.



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for Transport