

COLLABORATIVE WORKING TO BS11000



» DEVELOPING STRONG RELATIONSHIPS

WHAT IS IT?

Costain has long recognised that relationships are the key to successful results and in 2012 it was the first Construction and Engineering organisation to be certified to BS11000.

"We believe in strong, long lasting relationships that are mutually beneficial"

Costain Group PLC Annual Reports 2011 & 2012

BS11000 is an eight stage procedural framework which redefines the term 'collaboration' by stipulating the requirements of a 'gold standard' working relationship.

Whilst not all relationships need to work to the high levels BS11000 requires, using Costain's approach can ensure the right environment is created and maintained, which in turn allows creativity, innovation, and value creation to flourish.

WHAT'S INNOVATIVE?

Many organisations claim to work collaboratively, but by incorporating the requirements of BS11000 into our already respected partnering approach, Costain has once again raised their game and become recognised as leading in this field.

Costain is one of just 11 foundation members that form the management board of the Institute for Collaborative Working (ICW). Our involvement at this level ensures we remain instrumental in the leadership of collaborative working practices.

By following the requirements of BS11000, Costain's collaborative working approach now goes far beyond a traditional approach. Costain can now routinely:-

- Measure trust during the life of a relationship
- Understand both parties cultural and business fit
- Apply risk management to the relationship
- Have clear accountability for the effectiveness of the relationship
- Understand and develop individuals collaborative skill sets
- Plan for 'exit' from the start
- Measure the beneficial output from the relationship

CUSTOMER BENEFITS

Put simply, where Costain has chosen to follow the standard, we have seen more of the 'right sort' of conversations happening. For example, those concerning the health of the relationship, the suitability of staff, the desired outcomes, the best opportunities for value creation, what's getting in the way, etc.

The result of those conversations is allowing additional value to be created in many different areas, not simply financial, including:-

- Reduced costs
- Optimise resources
- Improved profitability
- Business growth
- Product development
- Removed duplication
- Market opportunities created
- Enhance customer engagement
- Improved delivery
- Leaner processes
- Risks shared
- Innovations created
- Disputes reduced



- Attracted more customers
- Avoided mistakes
- Saved time
- An easier life

WHAT COSTAIN OFFER

1. The ability to coach other organisations through the accreditation process
2. The ability to teach other organisations about the standard and our approach
3. The ability to use the standard to develop relationships that produce extra added value

Costain are recognised by BSI's Associate Consultant Programme for providing BS11000 expertise.

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