



**XXIVth World
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Applying science to Relationship Evaluation

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An opportunity for improvement

- End of road network maintenance contract duration
- Relationship-based contracting approach
- 'Relationship evaluation' process required defensible procurement
- Measuring the experience of 'the team': multiple-method, multiple perspectives
- Increased stress to reduce 'learned behaviour'
- Statistical measurement of 'synergy'



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The importance of relationships

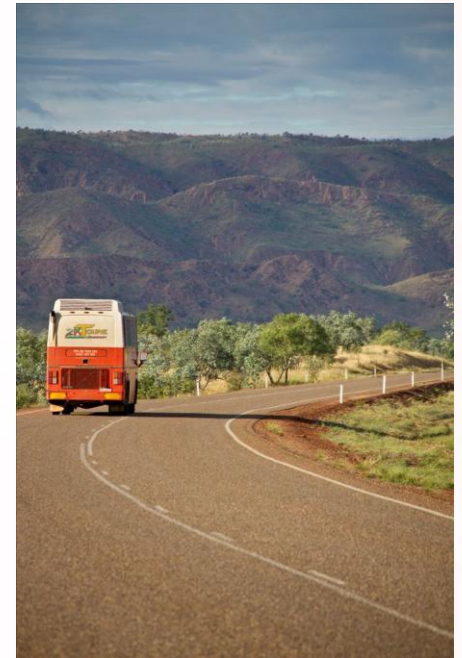
- Trialled relationship contracting since ‘partnering’ in 1980s.
- Positive effect on contract outcomes
- KEY is to ‘work together.’
- Challenge: select and engage with the RIGHT PARTNERS



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Responsible use of government funds

- Obligation to ensure that Main Roads' requirements for goods, works and services are met;
- while conforming to corporate values of equity, accountability, ethical behaviour and value for money;
- in accordance with the supply policies and practices established by the State Supply Commission (now Department of Treasury.)
- ***Ensure that we are effectively using Australian tax-payer's money***



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How to defendably assess the value of character of project teams in relationship evaluation?

Assessing

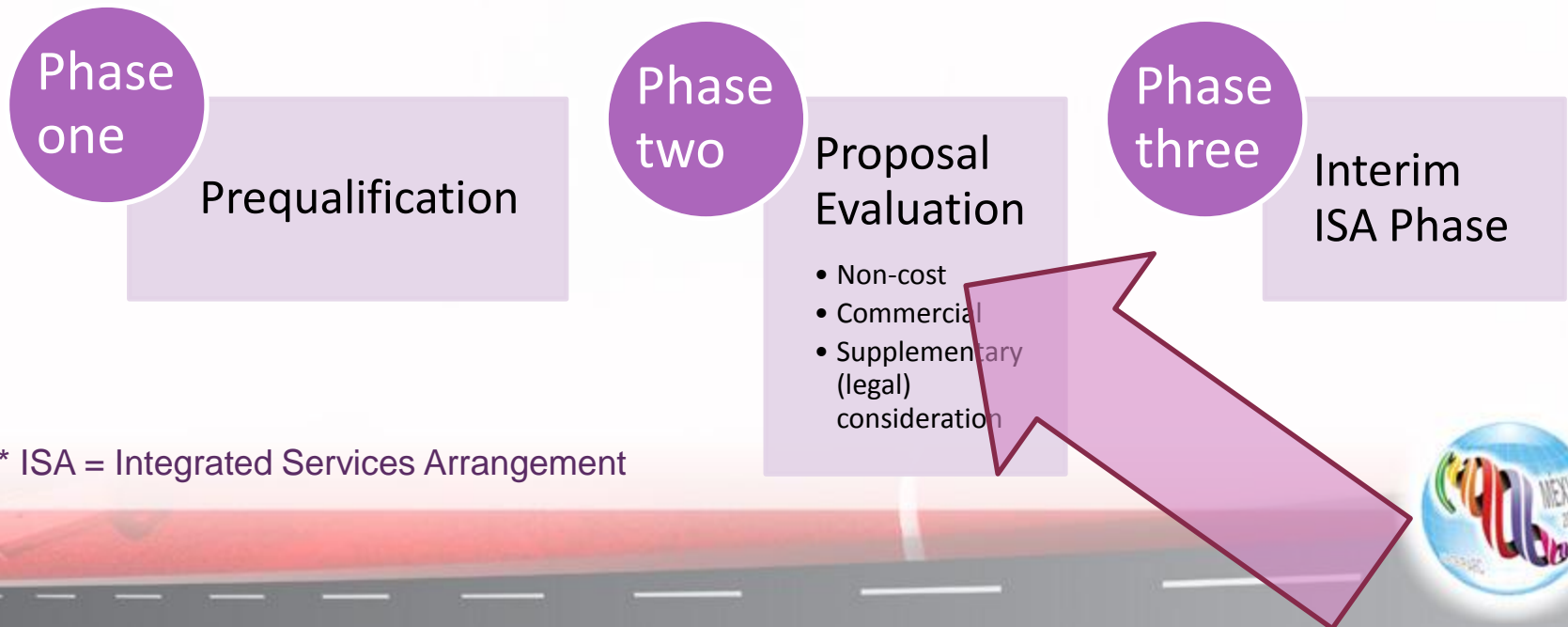
- Compliance ✓
- Capability ✓
- Commercial ✓
- Character ?



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Standard process with a relationship specific components

- Enhance our standard procurement process by placing emphasis on assessing the 'relationship' aspect of proposals.



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Three elements

- Presentation **SELL**
- Behavioural interview **TELL**
- Simulation exercise **DO**



Simulation exercise

- Simulation the working environment and measure the character of the team (Main Roads and Contractor) including attitudes, characters and behaviours.



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Measuring team character

Yerkes Dodson Law

- Uncover behaviours influenced by core values and beliefs

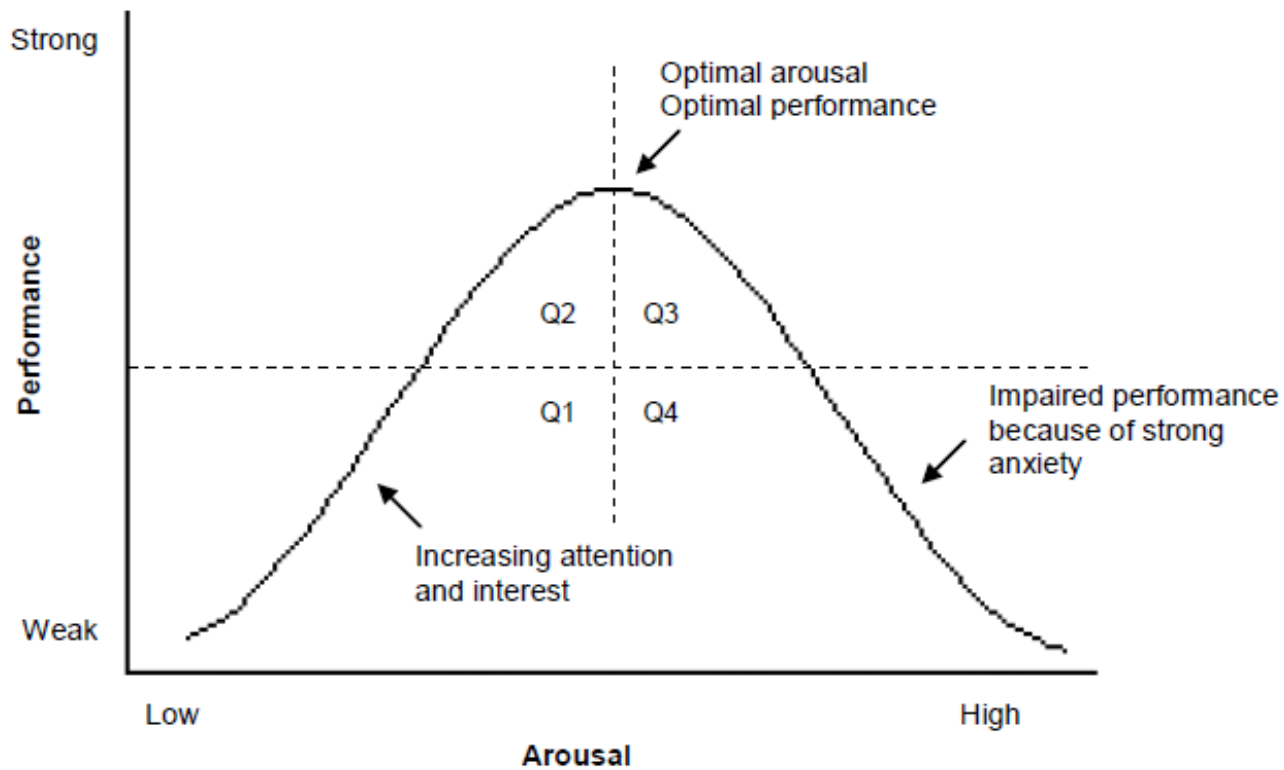
Team Synergy Scale

- Measure alignment in team perception



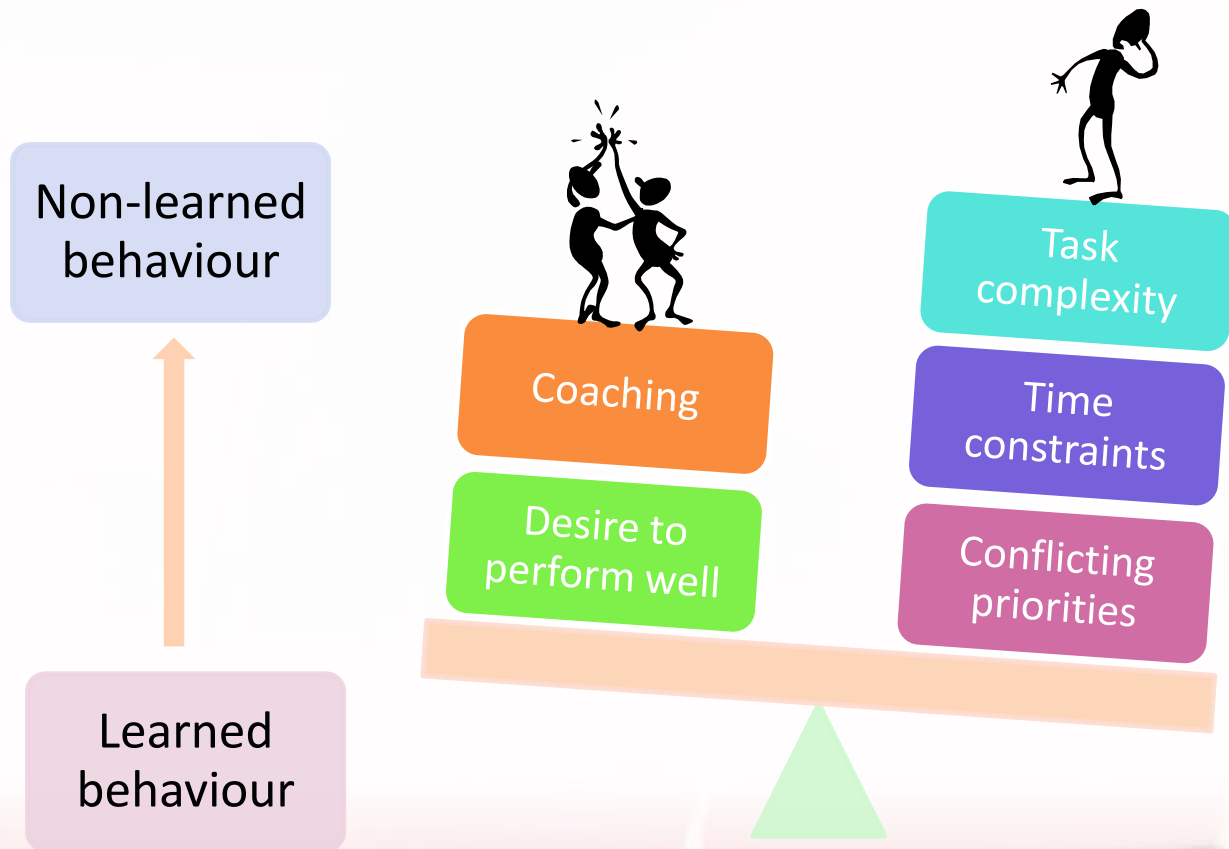
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Yerkes Dodson Law (1908)



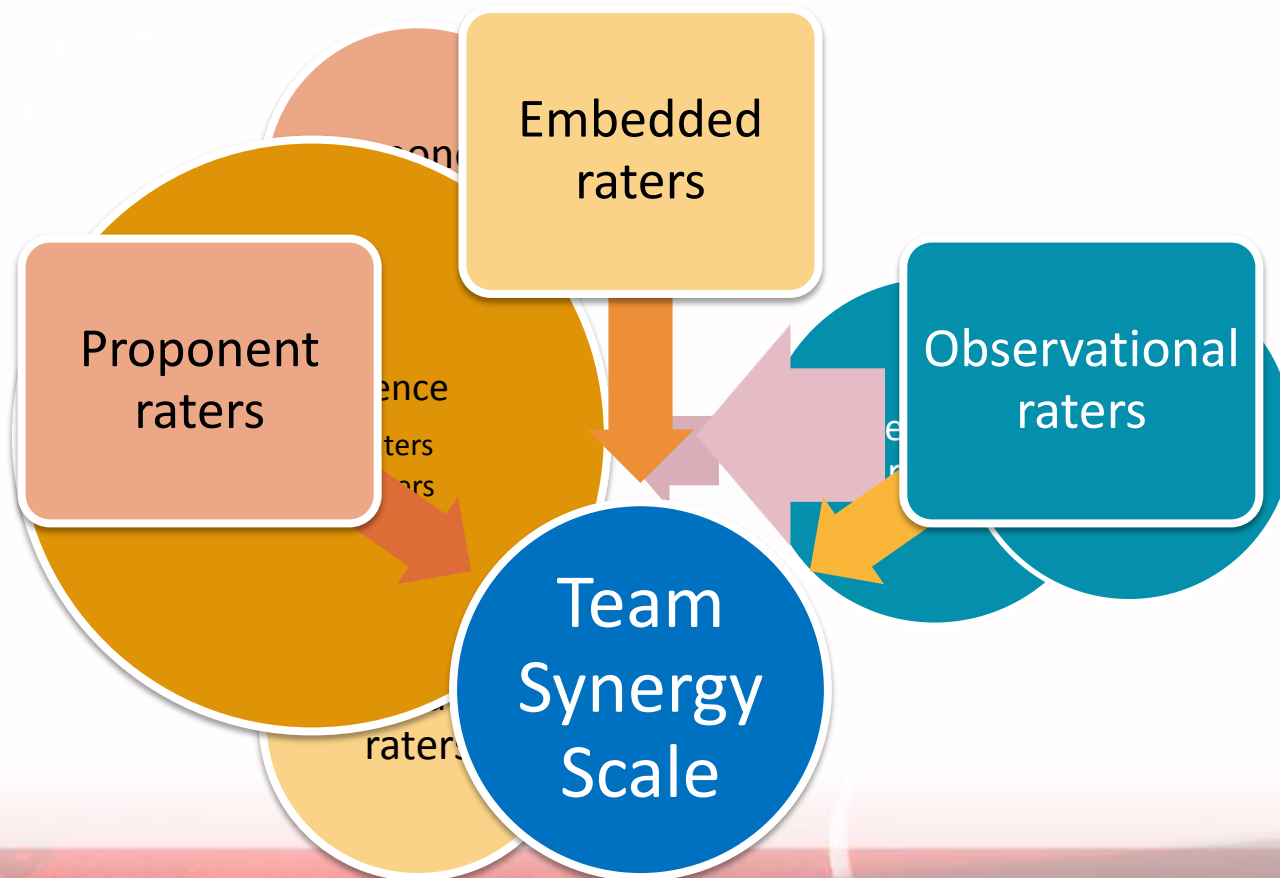
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Yerkes Dodson Law – applied to the Simulation Exercise



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Team Synergy Scale (TSS)



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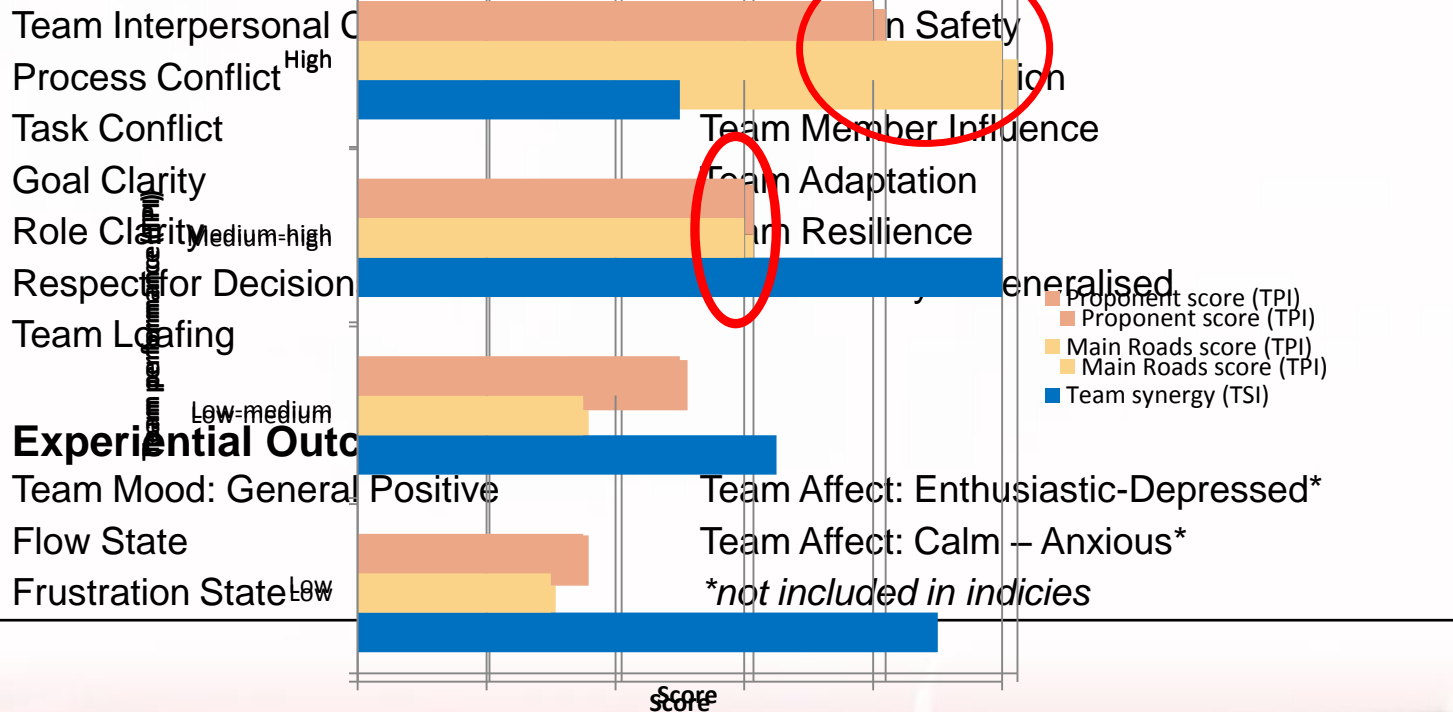
Team Synergy Scale (TSS)

Calculating team synergy

Constructs of Team Climate

Team Stressors/Disablers

Team Resources/Enablers



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A quantitative measure of team character

- Overall Performance and Synergy Index (OPSI) - a new and innovative scoring method

Phase One: Prequalification
Phase Two: Proposal Evaluation
Phase Three: Interim OPSI

• A calculation of score inflation (Team Synergy Index - TSI) to moderate the scoring of team performance (Team Performance Index - TPI).

- TSI reduces the effects of social desirability on performance scores

- Non-cost commercial
- Supplementary (legal) consideration

Quantitative measure of team character

Team Synergy Scale

TPI and TSI

OPSI

* ISA = Integrated Services Arrangement



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Quantitative assessment process

Prequalification

Mandatory
criteria and
completeness
check

Desktop
evaluation
(scored)

Relationship
evaluation
(scored)

Commercial
evaluation
(scale of
confidence)

Supplementary
(legal)
consideration

Interim ISA
Phase



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Questions?

