



Partnering: OBO Experiences





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CCM Managing Director, Robert McKinnie

Partnering?

Definition:

“a process of collaborative teamwork to achieve measurable results through agreements and productive working relationships”

- DOT Program



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Principles of partnering as recurring in the OBO experience and how OBO use these principles to further align its business processes, documents, and teams to achieve common goals



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Project in South America	Project in South Asia	Project in Africa
Early 1990s	Mid 1990s	Late 1990s
American Contractor	Local Contractor	American Contractor
Office Director	Division Director	Agency Director
Company Vice President	Company Director	Company Vice President
52 People - Miami	14 People - Site	33 People - Site
Customer Involved	Customer Involved	Customer Involved
Facilitator	No Facilitator	Facilitator
PDR I	PDR I	PDR I
Formal Agreement	Informal Agreement	Formal Agreement
Success	Marginal Success	Success



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Fundamental principles in partnering at OBO

- Trust, Commitment, Teamwork & Relationships
- Issue Resolution
- Measurement, Feedback, and Continuous Improvement



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Principle:

Trust, Commitment, Teamwork & Relationships

- Congressional mandate and OBO mission statement: to provide safe and secure facilities
- Renewed commitment to increase the pool of Design-Build contractors in the program
- Contractor failure = Mission failure

We are in this together!



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Principle: Issue Resolution

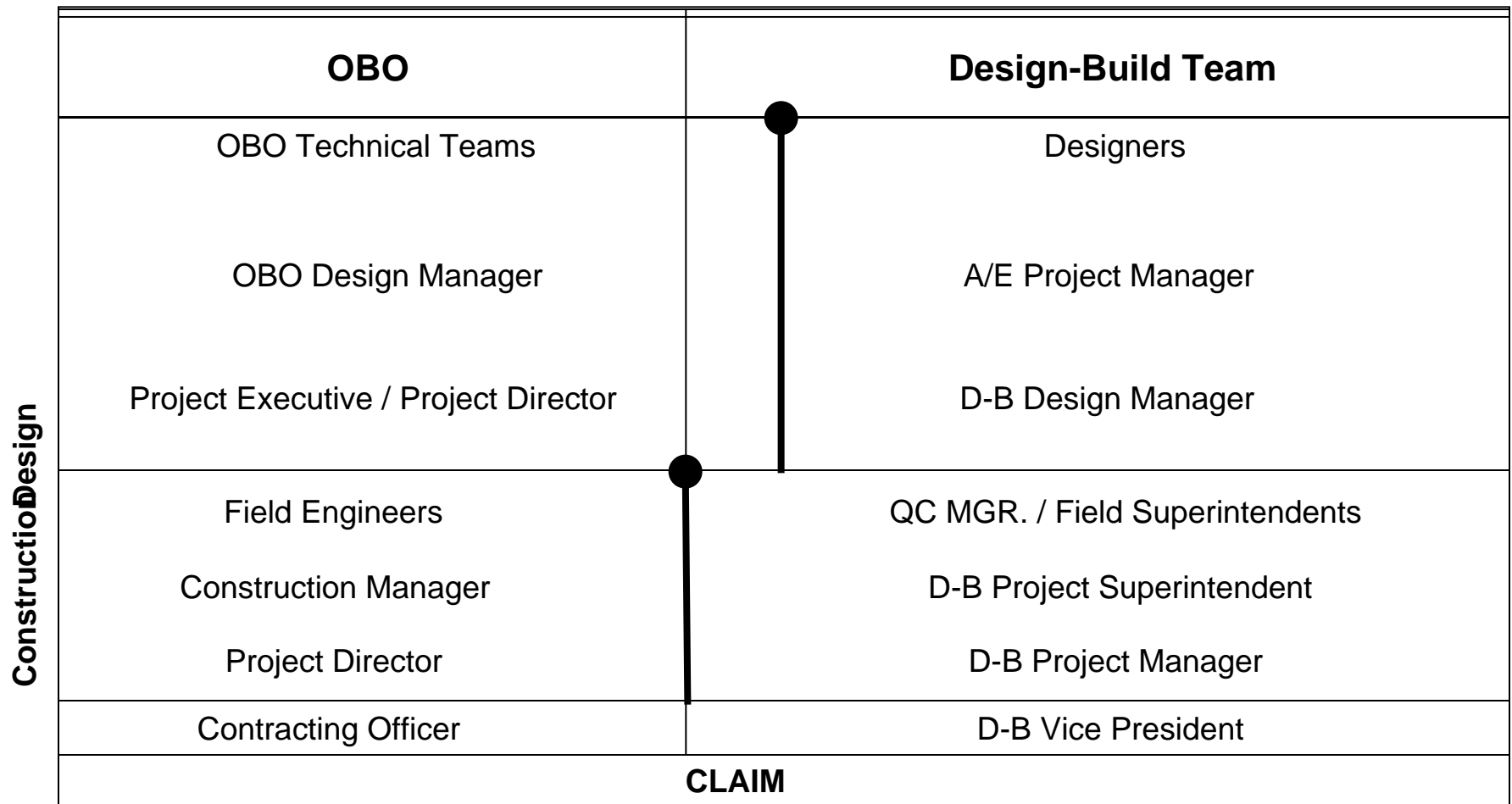
- Iterative IDR process and resolution meeting format
- Order of precedence
- Exploring incorporation of resolution ladder to avoid and resolve conflict



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Example: DESIGN-BUILD ISSUE RESOLUTION LADDER





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Principle: Feedback and Continuous Improvement

- Formal feedback both to and from the D-B contractor
- Feedback via the Contractor's Annual Evaluation
- Feedback from AGC, IAP et al
- Bidder prequalification
- Customer Satisfaction Surveys
- Lessons Learned
- RFP Revamp



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The Bottom Line:

- Attitudes and relationships
- Commitment and alignment of goals
- Fast and efficient conflict resolution
- Learning and results-oriented institution
focused on improvement



 **Discussion** 

