

Hub & Spoke Management Casestudy

KEY DELIVERABLES:

- A deliverable suite of solutions embedded in minimal time
- A series of workshops with both the client and supplier resources
- A solutions that could be supported by the existing governance
- Process documentation and guidance notes
- Buy in from all project workstreams

WE WILL SHOW YOU
THE WAY TO SUCCESS!

KEY BUSINESS CHALLENGES:

- Hub and Spoke contracts with a history of failure
- There were no standard/best practices in place for hub and spoke management
- Implementing key business change and effectively handling soft issues with both the contractors and client teams.
- A short period of time to mobilise the solutions

BUSINESS OVERVIEW:

The North London Line (NLL) is a vital part of the **transport system serving** the 2012 London Olympics. This project is driven by Transport for London (TfL) and the Olympic Delivery Authority (ODA) aspirations to increase the frequency of North London Line (NLL) passenger services to a minimum of 4 trains per hour (tph) over all routes served. **The North London Line Railway Improvement Programme** asked **tusp** to support them in establishing a **robust process** and suite of solutions to manage its contractors via a **hub and spoke** contract. The solutions needed to be designed and delivered in a short mobilisation time frame and at a minimal cost.

THE SOLUTION:

- A series of one to one interviews to understand the requirements from the client organisation.
- Development of workshops to understand the requirements
- Facilitation of robust workshops to drive out issues
- Collation of workshop outputs to develop processes and solutions.
- Packaging of solutions and processes into a management standard (handbook)
- Development of contract launch presentations
- Facilitation of contract launch events
- Ongoing support during the implementation of the hub & spoke contracts

