

This guide is one of a series of brief introductions to integration within the construction industry.

There are various practices that promote integrated working and encourage the industry to work collaboratively to the benefit of the project. Advice on these can be found in the following brief guides:

Early Contractor and Supplier Involvement	Guide One
Selecting Your Team By Value	Guide Two
Common Processes & Tools	Guide Three
Performance Measurement	Guide Four
Long Term Relationships	Guide Five
Modern Commercial Arrangements	Guide Six

ALL guides are available
as a download from:
www.arethereyet.co.uk

**No
Nonsense!**
guide to...

Long Term Relationships
Their value to construction clients



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The 'Strategic Forum for Construction' is the pan industry umbrella body that represents all facets of this varied and diverse industry. Its objective is to unite the industry around important initiatives to improve its performance and conditions. This series of guides has been produced on behalf of the Integration Task Group by Stepnell Ltd. and Visionality Ltd.



**WHY HAVE A
LONG TERM RELATIONSHIP
WITH A CONSTRUCTION
SUPPLY CHAIN?**

Construction projects are delivered by people working in teams. Good construction teams are similar to any successful team:

- Team success is easily recognised.
- Practice and repetition allows them to reach their goals faster and more easily.
- Leadership and direction are crucial for success.
- Teams where the majority of players are consistent are generally more successful as players understand the strengths of other players.
- The best players are selected for each individual challenge, but they are also selected for their ability to play in the team.
- From a player's perspective, knowing that they are in a team will ensure that they work hard to stay there.
- The best teams are set difficult goals and managed tightly to achieve them.
- High performing teams achieve goals others find impossible.

As an occasional construction client it is possible to procure ready formed teams to deliver a project or an element of a project. As a regular client it is possible to form your own team and hone them to deliver your requirements that meet your goals. Clients will benefit from relationships formed within the team that translate to faster, better projects; provided that the objectives are well defined and the process is well led and managed.

**HOW ARE LONG TERM
RELATIONSHIPS MANAGED?**

A great deal of time and effort can go into selecting a long term partner. Whilst selecting the right team is very important, success in the long term will only be achieved if the team is led and managed to deliver results. The following activities can help develop a successful long term relationship:

- Goal setting and performance measurement
- Involving the wider team in project risk management
- Open and fair commercial arrangements
- Common tools and processes to manage a project
- Leadership to deliver continuous improvement
- Regular workflows that can keep a team together

Construction industry organisations are fragmented and varied. However, many long term teams do exist, particularly in delivering building elements.

Take references from others who have used them and look out for the following attributes:

- Consistent team members who regularly work together
- Low churn rates for staff within the team organisations
- Teams that strive to be the best and challenge themselves to improve performance
- An open approach to risk management

Further information on all these topics may be found at:
www.strategicforum.org.uk and
www.ogc.gov.uk/estates_construction.asp

**HOW DO I FIND A
COMPETENT TEAM FOR A
SINGLE PROJECT?**