

Contracting: In-House Or Outsourcing for Operations & Maintenance

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The Advantages of Contracting Out:

- Cost containment and cost effectiveness.
 - Fixed Price Tendered Procurement.
- Significant resource base available to our Customers outside of that on project site.
 - Dept. within BBD Created Solely to Meet the Needs of This Industry Sector.
 - Head Office Resources Dedicated to Passenger Rail O&M.
 - BT World Wide Strengths, Resources and Power.
- Fleet & Asset management expertise and leadership.
 - Manager over 1000 vehicles throughout NA, many not BBD built.
- World Class Initiatives and Best Practices.
 - Lean/Continuous Improvement/OHSAS/ISO/WCM&O/Reliability Management
- Absolute focus on Delivering the needs and expectations of our Customers.
- Contract Governance, Terms & Conditions to Validate the Contractor is Delivering Expectation.



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What Makes the Marriage a Success:

- Recognize there will be contract language disagreements.
- Transparency with your Customer.
- Strong leadership on both sides.
- Regular, open and meaningful dialogue.
- Establishing clear defined objectives to deliver against.
- Focus on Continuously Improving the service delivery.
- A motivated and engaged workforce.
- Involvement at every level of the business.
- An effective means of validating performance – KPI's.
- Complete commitment to making the service a success.

