



Enexis professionalises Contract management Smart Meters

'Goin on together' approach appears to be succesful

To achieve the rollout planning for smart meters, Enexis must have sufficient and good quality meters. Within Enexis, the department Smart Meters is responsible for monitoring, controlling and adjusting the meter suppliers. Over the past period, with the support of Gordian, the team has successfully focused on professionalising contract management for ESMR5 meters.



Improvement from within was not self-evident

In recent years, the Smart Meters Contract Management within Enexis primarily focused on obtaining sufficient meters. This was important for the realisation of the planning for the large-scale installation of smart meters. By contracting the ESMR5 meters, Enexis also wanted to capitalise on the potential of professional contract management. Because improvement from within based on existing competencies and skills was not self-evident, Enexis hired experts from Gordian.



Going on together

Based on a "together on the way" strategy, we energetically started a workshop, focused on formulating the mission of the Contract Management department and a vision on contract management for smart meters. We then defined the duties and responsibilities of the contract manager and all persons involved. In various workshops we worked on, among other things, the positioning of the contract manager, the contract review and assessment, the management of the supply chain risks and lastly the contract management.

To be able to support the new way of working, attitude and behaviour included, we chose, in consultation with the contract managers involved, for a mix of individual and team-based coaching. In the individual coaching the focus was on encouraging to take action and on taking obstructive convictions away. In the team sessions we dealt with specific subjects such as the managing of supply chain risks.



Going forward on their own

After a period of trial and error and several challenges the contract management had to face (e.g. the recall of a great number of meters, the loss of a supplier and a discussion about superfluous supplies of strategic resources) we can speak of a real contract management organisation. A well-balanced team, contract management included. Not everything is perfect yet, but they are fully equipped to handle the future contract management on their own.



"Professional Contract management makes the difference between a successful contract and a piece of paper!"

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