

# *Network Innovation Competition Full Submission*

## *Supplementary Answer Form*

Tick if this answer is Confidential: ☐

Tick if this answer has been provided verbally: ☐

Project code:	NGETEN01	Question Number	25
Question date	03/09/13	Answer date	05/09/13
Submission section question relates to	MSB - Full Submission Pro-forma, Section 6.5		
Topic	Risk		
Question	Please outline how you are intending to manage the "culture change" issues associated with the introduction of the MSB method.		
Notes on question			
Answer	<p>The "culture changes" associated with the introduction of MSB involve the whole spectrum of business activities including procurement, design &amp; development, installation and operation of our assets. .</p> <ul style="list-style-type: none"> <li>• To manage such "culture changes", the project has already gained full support from National Grid management. The development has been signed off by the Transmission Executive Committee (TEC). We will regularly update the senior management and seek advice and further support to all on-going development activities.</li> <li>• At the initial stage of the project, we will be running workshops and meetings to identify the "culture changes" required and risks associated with the introduction of the MSB, so that the necessary mitigations can be worked out and planned as actions in the further development activities.</li> <li>• The project team will fully engage with NG internal departments across the business and external suppliers/consultants to develop or update required technical specifications, work procedures and safety rules to reflect the "culture changes"</li> <li>• As part of the development, workshops and discussions will be organised to challenge the conventional thinking and practice, taking on innovative suggestions and promote the MSB concept.</li> <li>• The trials have been planned to demonstrate the efficiency and benefits of the MSB idea, this will provide "first-hand" experiences and learning opportunities to the engineers from NG and external suppliers and technical organisations.</li> <li>• Once sufficient knowledge and experience are achieved from the development, we will start to work with National Grid procurement, scheme development &amp; delivery as well as operation and maintenance teams to encourage the MSB being used to improve business efficiency.</li> </ul>		

	In addition, we will be fully utilising National Grid involvements in CIGRE, IEC and other technical committees to inform and influence changes in the national and international standards regarding the “culture changes”, if applicable.
Attachments	
Verbal Clarifications  (Consultants )	