

Gas Network Innovation Competition Full Submission
Supplementary Answer Form

Project: ___CLoCC_____

Tick if this answer has been provided verbally: ☐

Project code	NGGTGN03	Question Number	33
Question date	29/09/2015	Answer date	02/10/2015
Submission section question relates to	Reference: issues to note from second project bilateral		
Topic			
Question	Please can you provide further details on how NGGT's 'continuous improvement' programme feeds into this plan and how it will continue to impact connection costs after the project concludes?		
Notes on question			
Answer	<p>Following our RIIO T1 regulatory agreement we have introduced 'Performance Excellence'. Performance Excellence is about changing the way we work, understanding and improving our end-to-end processes and removing waste and blockers to deliver the best possible solutions for our customers.</p> <p>Performance Excellence is a standard approach to finding better ways of working, to improve the safety and service we give our customers and create value for stakeholders. This approach enables employees to understand where they fit into, and their impact on, our End to End Processes and provides a structure to identify opportunities to improve the way we work.</p> <p>Project CLoCC will be providing new connection options both commercially and technically that will need to be managed closely by our connection team. As the project is handed over into business as usual, the Performance Excellence approach will be applied and if any blockers or process improvements are identified, options will be considered and</p>		

	<p>solutions deployed as appropriate.</p> <p>This drives a culture of learning from best practice and a drive for continuous improvement for both our employees and customers to ultimately drive efficiency and cost reduction to our processes.</p>
Attachments	