

How systems can drive improvement

8 October 2024

nationalgrid



A (very) quick intro...

2004

Joined National Grid Transco on a 6-month contract



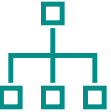


2015

First (proper) stakeholder-related role

2021

UK/US role focusing on improving our engagement approach, systems and processes

Context: Our areas of focus

-  Consistent messaging/lines to take for industry hot topics
-  A global, consistent approach for stakeholder relationship management
-  Improved key relationship management
-  Metrics to measure our progress
-  All underpinned by the need for better quality data

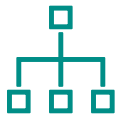
An SRM system is an enabler for most of these...



Consistent messaging/lines to take for industry hot topics



A global, consistent approach for stakeholder relationship management



Improved key relationship management



Metrics to measure our progress



All underpinned by the need for better quality data

So how is SRM helping us?





Data improvements

Data quality
(the stick of
compliance)

One* source of data

Control

Incremental improvement



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Key learnings: Stick to your rules; have realistic expectations



Process improvements



Consistency

Quality

Efficiency

Underpinned by active senior support



Process improvements



Consistency

Quality

Efficiency

Underpinned by active senior support

Key learnings: Work incrementally again; remember you're dealing with people!



Improved outcomes*

Happier stakeholders

Delivery of NG
objectives

Compliance and risk
mitigation

Requires long-term commitment



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Requires long-term commitment

Key learnings: Senior buy-in is critical; recognise not everything will be instantly better

* hopefully

Questions, thoughts, advice?

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