

## Messages and Actions from Accelerating Change: main messages for various target audiences (1 July 2004 version)

Overall issue	Message no.	Key Messages	Occasional clients	Engineering consultants (small and medium)	Smaller contractors	Specialist engineering contractors	Manufacturers
<b>Accelerating change</b>	1.	<b>Support the change agenda</b>	Setting an agenda for change	Setting an agenda for change	Setting an agenda for change	Setting an agenda for change	Setting an agenda for change
<b>Client to set the context</b>	2.	<b>Benefiting from the new ways of working</b>	Helping the industry improve training, competence and reputation	Adopting the new ways of working: improving training, competence and reputation	Benefiting from the new ways of working: improving training, competence and reputation	Benefiting from the new ways of working: improving training, competence and reputation	Benefiting from the new ways of working: improving training, competence and reputation
	3.	<b>Be clear about the business needs</b>	Developing the business case, and identifying whether a project is required	Understanding the client's business needs and translating them into a brief	Being aware of the client's business needs throughout the process	Being aware of the client's business needs throughout the process	Being aware of the client's business needs
	4.	<b>Clients should take a leadership role and set the framework [work to a process map]</b>	Adopting the principles of the Clients' Charter	Working in accordance with the principles of the Clients' Charter	Being aware of the implications of the Clients' Charter	Being aware of the implications of the Clients' Charter	Being aware of the implications of the Clients' Charter
	5.	<b>Quality and value of the finished product</b>	Achieving design quality in the finished product	Planning, designing and specifying to ensure quality and value in the finished product	Delivering consistent quality and value in the finished product	Delivering consistent quality and value in the finished product	Delivering quality and value in the finished product
<b>Integrated teams</b>	6.	<b>Supply side to work in integrated teams</b>	Enabling the team to work in an integrated way	Participating in integrated delivery teams	Participating fully in a stable group of contractors and sub-contractors	Participating fully in a stable group of contractors and sub-contractors	Participating fully in integrated delivery teams
	7.	<b>Early involvement of the supply chain</b>	Empowering the team to involve the supply chain early on	Involving the supply chain early on	Participating early in the process and involving all key suppliers	Participating early in the process and involving all key suppliers	Being prepared to participate early in the process
	8.	<b>Use standard solutions</b>	Encouraging the team to use standard solutions	Encouraging the team to use standard solutions	Identifying and using standard solutions	Identifying and using standard solutions	Promoting the advantages of standard solutions
	9.	<b>Exploit information technology</b>	Exploiting information technology by getting wired up	Exploiting information technology by getting wired up	Exploiting information technology by getting wired up	Exploiting information technology by getting wired up	Exploiting information technology by getting wired up
	10.	<b>Sustainable construction practices</b>	Procuring sustainable buildings	Designing sustainable projects	Providing products and processes that meet sustainability criteria	Providing products and processes that meet sustainability criteria	Providing products and processes that meet sustainability criteria
	11.	<b>Co-ordination of the supply side, waste minimisation, use of logistics</b>	Co-ordination of the supply side, waste minimisation and the use of logistics	Co-ordination of the supply side, waste minimisation and the use of logistics	Co-ordinating design, manufacture, construction and delivery	Co-ordinating design, manufacture, construction and delivery	Providing products and processes that minimise waste
<b>Respect for People</b>	12.	<b>Respect for people</b>	Promoting practices that support the 'Respect for People' agenda	Promoting the 'Respect for People' agenda	Providing training, facilities and conditions that demonstrate 'Respect for People'	Providing training, facilities and conditions that demonstrate 'Respect for People'	Providing training, facilities and conditions that demonstrate 'Respect for People'
	13.	<b>Health and safety</b>	Setting requirements that protect health and safety	Planning, designing and specifying to protect health and safety	Implementing a comprehensive health and safety plan	Implementing a comprehensive health and safety plan	Protecting the health and safety of all those who come into contact with your products and processes
<b>Organisational learning</b>	14.	<b>Learning from experience</b>	Learning from successful projects	Learning from successful projects	Learning from successful projects	Learning from successful projects	Learning from successful projects