

Len Tyler CEO of EADS Defence and Security Ltd (seated left) and Peter Betts director Fire and Resilience Directorate in Communities and Local Government (seated right).



Listening culture pays off

EADS Defence & Security Ltd (DS UK) has recently been awarded a contract to supply a resilient control room system that will enable England's Fire and Rescue Services (FRS) to provide a common national response capability for the first time. The contract is worth £200 million over eight years.

EADS, as Prime Contractor will be responsible for ensuring that the existing arrangements are transformed into a highly resilient network of facilities providing secure backup to each other. The new solution means that FRS will be capable of a co-ordinated national level response to major incidents anywhere in England, and will use a nationally consistent set of processes and practices.

During the risk assessment phase, customer confidence and past performance of the competi-

tors was taken into account by the customer, the UK Government's Department of Communities and Local Government (DCLG).

The evidence was provided by the MoD's Directorate of Supplier Relations (DSR) and EADS. DS UK has worked closely with the DSR as part of their Key Supplier Management process for several years, monitoring performance and customer confidence. EADS employs the Customer Review process (CRp) to help manage the relationship with its customers and drive change which benefits

both parties in the spirit of true partnerships. The CRp was used in this case to capture the strategic aspect of the relationship and their confidence in EADS with 22 senior UK MoD customers.

At the contract award de-brief, specific reference was made to the EADS culture of 'listening to the customer' and EADS was informed that the evidence provided in the form of customer feedback positively influenced the decision to award the contract to EADS.

Mike Caffyn

UK agreement

As reported in forum 51, on 18 September EADS CEO Louis Gallois and Lord Drayson, UK Minister of State for Defence Equipment and Support, signed the UK Strategic Framework Agreement – which is using the Customer Review process (CRp) as the feedback loop. Louis Gallois said: "We are very pleased with this vote of confidence by our UK customer – and we are determined to fully reflect that vis-à-vis Her Majesty's Government."