



**ENGINEERS DO THEIR BEST,  
CONTRACTORS DO THE REST.**

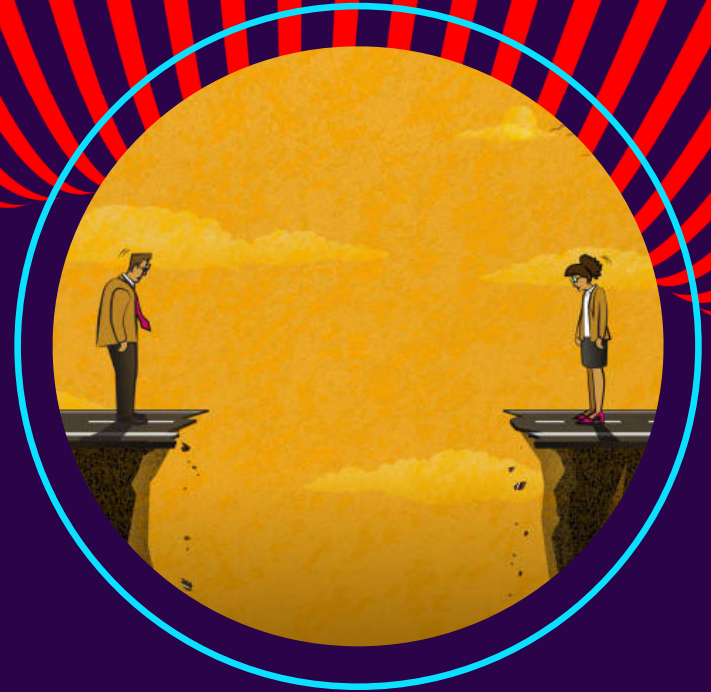
**BRIDGING THE GAP BETWEEN THE  
OFFICE AND THE FIELD**

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*Connetics, Design and Engineering*

## WHAT IS THE GAP?

- A disconnect between different employees or departments.
- Commonly due to differences and disparities in team operation, strategies and priorities.
- Healthy interdepartmental environments and relationships difficult to achieve.

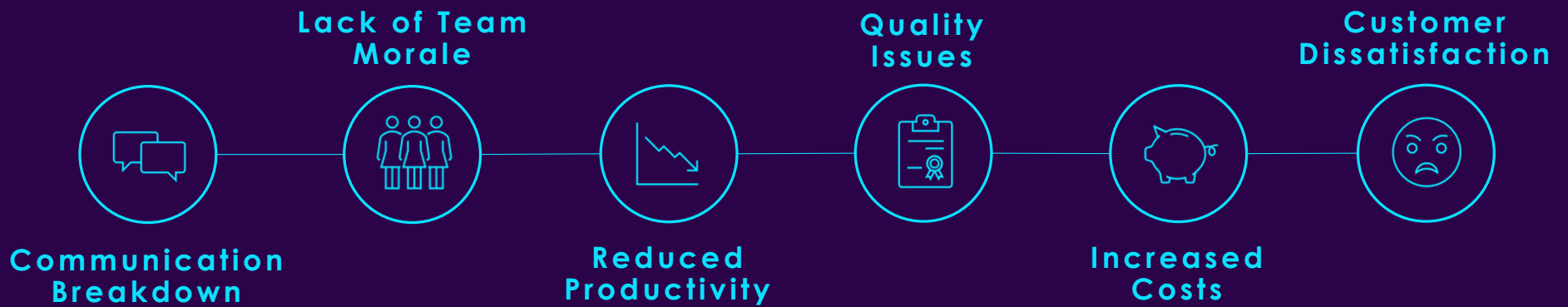


# WHAT DOES THE GAP MEAN TO ME?

- Former tradeswomen - Qualified Electrical fitter.
  - Why is there a disconnect between parties in the industry?
  - Why was this drawing designed that way?
  - Who do I turn to for answers?
- Current Design Cadet - Working in the design offices.
  - There is a lot more that goes into the designs than I thought (standards, procedures, discussions).
  - Some of the engineers had limited practical experience to design with constructability in mind.
  - Who could they turn to for answers?
- Two sides to every story, just like the gap!
  - How can we change this?



# THE EFFECTS WHEN A GAP IS PRESENT





# WHAT CAUSES THE GAP?

# “US AND THEM”

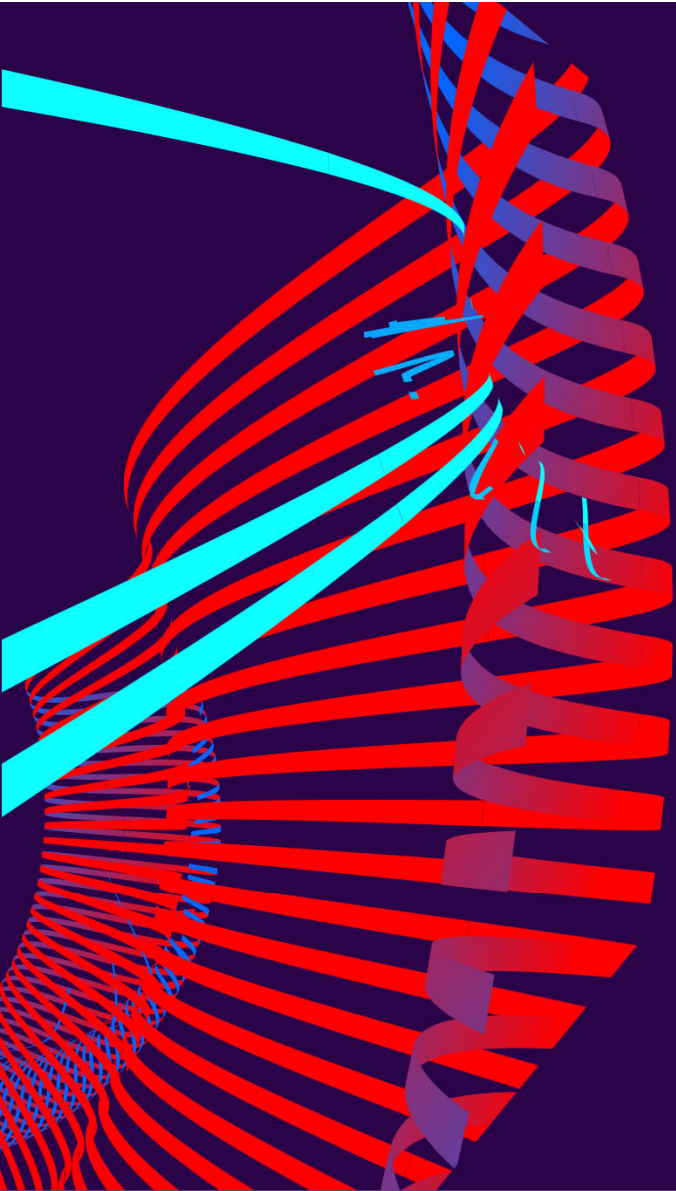


# CULTURE CLASHES



# SOCIAL IDENTITIES AND STEREOTYPES





# HOW DO WE REDUCE THE GAP?



**INTEGRATING  
THE FIELD WITH  
THE OFFICE**



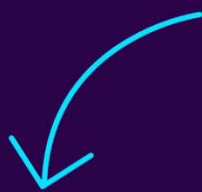
**ENHANCING  
COMMUNICATION**



**INTERACTIONS**

# BENEFITS TO REDUCING THE GAP

Stronger and Healthier Relationships



Enhanced Communication

Lack of Team Morale

Increased Productivity

Quality Issues

Decreased Costs

Customer Dissatisfaction



Communication Breakdown

Boost of Team Morale

Reduced Productivity

Improved Quality

Increased Costs

Customer Satisfaction



# IS BRIDGING THE GAP REALLY ALL THAT GOOD?

## THE DOWNSIDES

- Communication Overload – When the right information doesn't go to the right person at the right time.
- Loss of autonomy and operational independence – Becoming more dependent on decisions to be made from other departments or figureheads.



## HOW DO WE BRIDGE THE GAP?

Expected to have some resistance to change and there is not a single overnight solution.

### *THE FUTURE*

Implement ways to reduce the gap gradually – Rome wasn't built in a day.

BE TRANSPARENT  
BE CONSISTENT  
BE INCLUSIVE

# THANK YOU

Special thanks to the external companies and NZ distribution boards who participated to provide insight for this subject during the initial investigation period.