

What is the PartnerLink Barometer?

- The Barometer is one of the SCCI PartnerLink tools.
- It is a short, management-friendly report containing a powerful, high level performance overview of a business relationship or a group of relationships.
- It is a structured enquiry process based upon an on-line survey of the knowledgeable staff from each of the organisations within the relationship.
- It can be requested with a phone call or an email and delivered within a week.
- The analysis uses the latest scientific thinking on collaborative business relationship management and is also able to make sense of complex situations.
- It has been tried and tested in Public and Commercial organisations in both internal and external relationships.

What does it achieve?

- It broadly points out the good areas, the poor areas, the inefficiencies and where wastage may be occurring.
- It provides metrics for measuring, benchmarking and setting performance targets.
- Due to the joint/multi-party nature of the survey, the result is greater mutual understanding, stronger commitment and joint focus on practical improvement initiatives.
- Indicates where more in-depth evaluation may be necessary

When is it used?

- As a routine 'health check'.
- As an integral part of your Enterprise Relationship Management processes and activities
- As an initial performance check of a relationship or group of relationships to provide visibility and governance.
- As an efficient way of managing a portfolio of key contracts or alliance multi-party relationships.

The Benefits

- Changes perceptions of the partners' views of each other and strengthens the bond between them.
- Increases transparency which increases trust and improves operational effectiveness.
- Provides a powerful tool for relationship management and corporate governance.

"The quality of the relationship became a talking point and belief in its excellence was a huge incentive to do better and better".

T5 Director, EDF Energy

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