

What is the PartnerLink Partnership Appraisal?

- A powerful performance assessment and diagnostic service for key customer/supplier or multi-party alliance relationships
- A focused, management-friendly output that recommends both strategic and tactical pointers for change
- A structured inquiry process based upon on-line surveys and telephone interviews of the knowledgeable staff from each of the organisations within the relationship
- Analysis that uses the latest scientific thinking on collaborative business relationships and is able to make sense of complex situations
- The results are discussed and verified by all partners in a facilitated workshop
- The outcome is agreed practical, prioritised action plans that can be immediately used to kick-start change programmes

What does it achieve?

- It exposes in detail the strengths and weaknesses, areas of inefficiency and where wastage may be occurring in the functions and processes within and between both partner organizations.
- It enables effective relationship management based on objective information.
- Allows joint change programmes to be anchored in the aims and objectives and measured performance of the relationship.
- It makes sense of 'messy'/complex situations which allows management to focus on the essential success factors.
- Allows joint change programmes to be anchored in the measured aims and objectives of the relationship.
- It improves transparency by transforming perceptions of the way that the partners view each other thus, promoting understanding and trust.

How is it performed?

- It is an efficient process, using short, online questionnaires and telephone interviews. It can take as little as 5 weeks, with minimal disruption and use of your resources.
- The report is presented to both partners for discussion and questions.
- After six months a review is carried out to discover the value achieved by the parties.

When is it used?

- To kick start a management review and performance improvement programme.
- As a relationship intensification exercise e.g. at a new phase point.
- As a strategic appraisal of key relationships.
- As a part of re-negotiation of contracts especially evaluating in-house bids, assessing facilities management and outsourcing arrangements.
- As a key part of an ongoing, in-depth review and improvement programme.



PARTNERLINK PARTNERSHIP APPRAISAL

Increasing the commercial value
of your business relationships



The Benefits

- Aligns partners into an effective, continuously improving collaboration where the value created is greater than the sum of its parts (Multiplier)
- Increases capability to satisfy end customer
- Increases cohesion of the supply chain
- Reduces administration and production costs and risk, by smarter utilisation
- Bridges the hidden gaps in teamwork (Team Spirit), thru more cohesion, integration and fulfilment, and increased transparency (Productivity)
- Recognises, encourages and enhances the ability to innovate
- Builds joint capability to seize future business opportunities
- Impresses stakeholders
- Builds collaborative capability (Positive Feedback Loop)

“The current contract work is almost completed. We should now consider what we can do in the future to capitalise on our learning to work together.”

Project Director, Halcrow

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