

## Procurement & Outsourcing

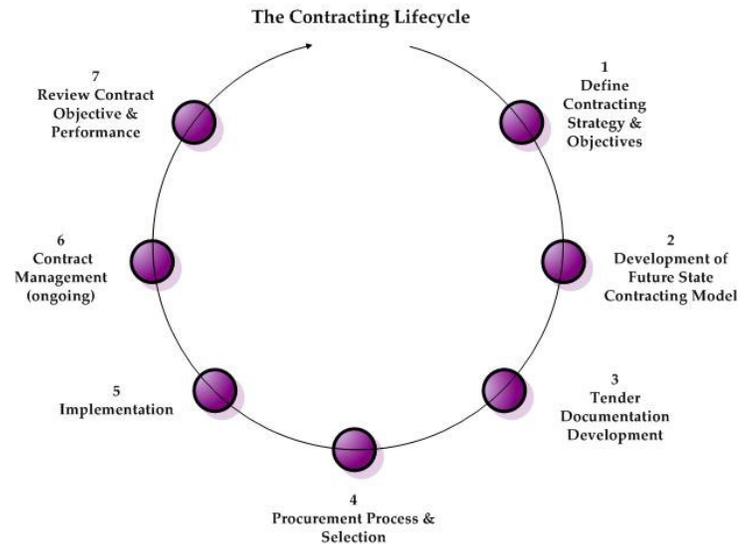
### Improve the success and performance of your outsourced contracts:

- Are your outsourced service contracts delivering to your satisfaction?
- Is performance easily monitored and measured?
- Are you constantly 'fighting fires'?
- Have the contracts allowed you to forward plan and think more strategically?
- Are you measuring and achieving customer satisfaction?

Successful outsourcing requires effective implementation and management throughout the Contracting Lifecycle. This begins with defining and developing your contracting strategy, which allows you to run a successful and targeted tender process. Once you have run the procurement process and have selected your supplier, its time to effectively manage the contract. At the end of the contract term, a review of the contracting objectives and the supplier's performance is the vital next step before you begin the process again.

At **Spire Consulting Ltd** we are expert advisers for all stages in the Contracting Life Cycle continuum.

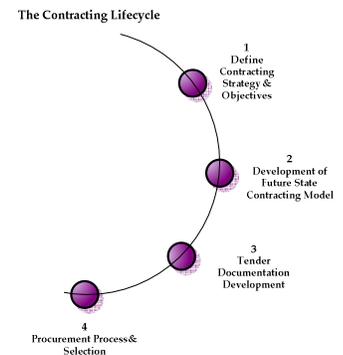
Whether you need advice/assistance with one or all of the seven Contracting Life Cycle stages, we can assist you to ensure your outsourced arrangements have the greatest chance of success and deliver the outcomes required.

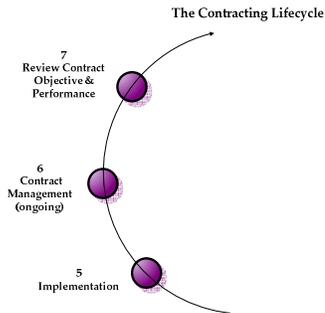


Stages 1-4 emphasise defining the contracting objectives and service delivery requirements up front before the development of the Future State Model for contracting the services. This allows an optimal contracting strategy to be developed which maximises the success of the outsourced relationship.

Spire can help you with all these stages

- Defining you Contracting Objectives
- Developing your Future State Contracting Model
- Developing your Tender Documentation
- Managing the Tender Process
- Supplier Selection and Transition





Stages 5 to 7 are also critical to get right. The success of the contract will largely be determined by its management. Appropriate monitoring and measurement processes need to be in place to know that the contracts are delivering the service and outcomes desired. Spire Consulting offer contract performance measurement, monitoring and improvement tools that ensure best practice and best outcomes are achieved from your contracts. These tools are listed below:

### Contract Compliance

- Contract QA / Audits / Reviews
- Business Objectives / Alignment
- Reporting Improvement
- Subcontractor Management

*Contract Compliance is a set of contract review tools that determine if the contract is complying. It produces tangible information that will be used for assurance and improvement for both parties.*

### Contract Performance

- KPI and Outcome Achievement
- Customer Satisfaction Surveys
- Streamlined Contract Management
- Value Determination
- Contract Rollover Assessment

*Contract performance is a tool kit of measurement and survey products and services that identify levels of performance and customer satisfaction. It also assists in contract re-tendering decisions.*

### Contract Improvement

- Partnering initiation & review workshops
- Contract Team Development
- Dispute Resolution
- Roles and Responsibilities Definitions
- Process Review and Development
- Standard Operating Procedures Development

*Contract Improvement is a set of facilitation practices aimed at better working relationships. Achieve better outcomes and resolve issues or disputes between the contracting parties. Jointly identify process and operating improvements.*

## Start Today

If you wish to discuss how Spire Consulting can assist your business, please contact us at our offices below or visit our website:

[www.spireconsulting.co.nz](http://www.spireconsulting.co.nz)

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