



**Performance Assessment – Supplier Side**

<b>Start Point</b>
<ul style="list-style-type: none"><li>• Client unsure of competitiveness</li><li>• Supplier not measuring performance of service providers</li><li>• Service Levels not in place</li><li>• Cost control not in place</li></ul>
<b>Objective</b>
<ul style="list-style-type: none"><li>• Increase customer satisfaction</li><li>• Introduce cost control mechanism</li><li>• Reduce costs</li><li>• Introduce bespoke performance measurement system</li></ul>
<b>Methodology</b>
<ul style="list-style-type: none"><li>• Cost comparison with peer group</li><li>• Interview client to establish business need</li><li>• Align services to business need</li><li>• Align performance measurement to clients business need</li><li>• Formalise Service Level Agreements with ALL parties.</li></ul>
<b>Outcome Benefits</b>
<ul style="list-style-type: none"><li>• New service level agreements in place</li><li>• Performance Measurement System implemented</li><li>• Service Costs aligned to OPD protocol.</li></ul>