

IndeServe's Partnership Programme

Creating and maintaining working relationships
that deliver continuous and worthwhile
outcomes for all parties.

Partnership Programme

“The most important aspect of any relationship is understanding what your partners hope to get out of it and to work hard to help them achieve that goal. It is key to transforming a contractual relationship into a genuine collaboration.”

“In order for partnering to work it must centre on meeting the objectives of both organisations. If we build relationships that cause our partners to be successful in their business through their relationship with us, then we will benefit.”

John Browne
Group CEO, BP

High Performance Teams need a Purpose

- Context of decision making
- A way of measuring success
- Focus for collaboration and shared responsibility
- Motivator for excellence and high performance

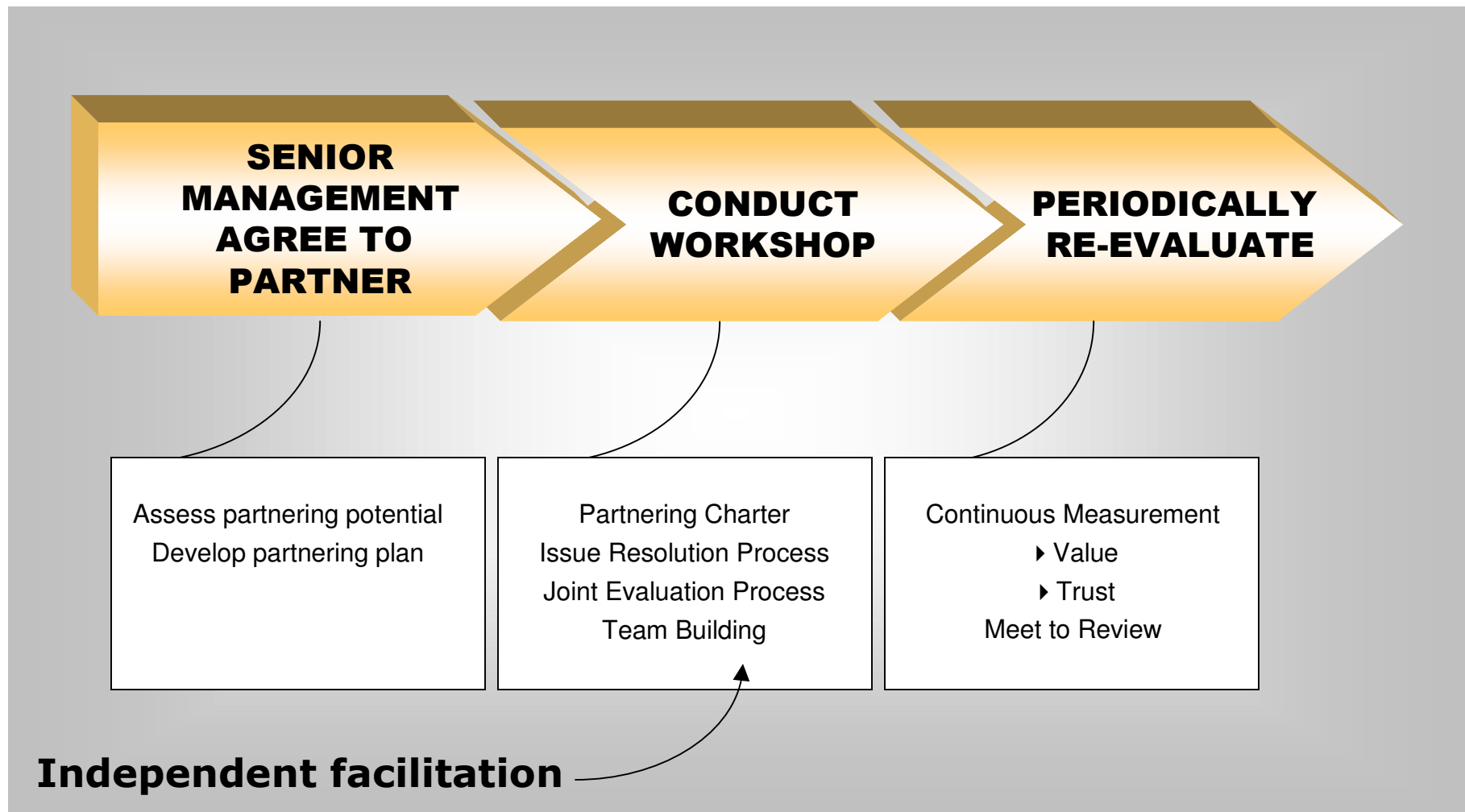
A strong sense of purpose stimulates the release of "*energy of the spirit*", focusing attention on what you want rather than what you don't want.

For Customers and IndeServe...

- ...Strengthens relationships
- Broadens customer awareness
- Improves our knowledge
- Increases accessibility

A management tool

The Process



Pre-work for Partnership Workshop



Your Name

What, in your opinion, is the purpose of this partnering relationship?

How will you measure the success of the relationship?

What do you consider to be the key objectives over the next 12 months?

What strengths do you consider the collective parties have? What will ensure the relationship is successful?

What issues do you think the collective parties face? What will present the relationship from being successful?

The Workshop

- Independently facilitated
- Shared cost
- One day (9a - 5p)
- 10-12 participants from each party
- Structured process to deliver outcomes



Workshop Outcomes

CHARTER

We will.....
.....
.....

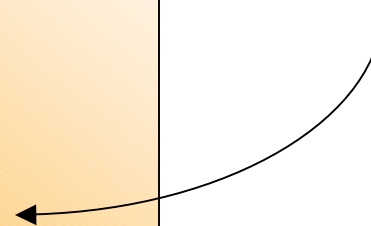
Our specified objectives are:

- A
- B
- C
- D

Our agreement to abide by the following Values and Guiding Principles:

- A
- B
- C

All workshop attendees sign this document



Other Workshop Outcomes

Issue Resolution and Escalation Process: This would identify peer positions within the respective parties, escalation channels and the prescribed process for resolving issues

Ongoing Measurement & Review Process: eg, score-carding on a quarterly basis with follow up review meetings: review the charter, the score-card results, review past actions; agree future actions

Team Building: an opportunity to build relationships and a culture of working together - eg, identify real life situations that might arise and workshop how we would deal with them

Measurement, Review, Actions

SCORECARD

We will.....	<input type="checkbox"/>
Our Specified objectives are:	
• A: <input type="text"/>	<input type="checkbox"/>
• B: <input type="text"/>	<input type="checkbox"/>
• C: <input type="text"/>	<input type="checkbox"/>

Scores (1-7)

Comments

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