



MAXIMUM VALUE FROM THE MARKET = SHINING RESULTS FOR YOUR PROCUREMENT TEAM



Supplier Leadership



Why is Grosvenor the right fit?

Confidence that your supplier deliver shining results

The case for supplier leadership

Modern day supplier management is about more than just sourcing suppliers. It's about forming relationships and growing alongside your partners. And of course: delivering real savings!

Truly successful contractual relationships deliver all required outcomes, all anticipated benefits, plus just a bit more. Ensure that you are set up to get everything that you deserve out of a business relationship - with Grosvenor by your side.

At Grosvenor we see beyond supplier management. We know that supplier leadership improves performance by 28%. Much like the difference between managing people and leading people – actual supplier performance is often determined by your organisation's ability to influence behaviours.

Why is Grosvenor the right fit for you?

The important difference is in how we work. We work collaboratively with you. We listen. We care. Then we get on and do. We make things happen for you and with you. Always.

How can we be this confident? Because our clients are. Over the last five years 60% of clients were repeat clients.

Ready for us to help? Contact [Stefan Gassner](#), leader of our Procurement and Contracting practice for more information.

What does Grosvenor quality mean?

Grosvenor is a quality certified organisation with an outstanding track record in delivering projects:

- to a high standard
- on time
- with the lowest risk
- to maximise expected benefits
- efficiently and for a competitive cost.

This track record is best demonstrated by the feedback from our customers. We use Net Promoter Score, the globally recognised customer satisfaction benchmark methodology. Scores can range from perfect score of +100 to a negative score of -100. Grosvenor clients have rated us to give a **+48** score. This score is one of the highest we've seen and well ahead of the big consulting firms (scores <+10), other smaller firms (average +20) and even Apple (+45).



Exceptional track record that is well ahead of our peers



Deliver shining results

Do you have the grunt to deliver shining results?



Why shining results?

For too long business units were annoyed about suppliers not pulling their weight. Our supplier leadership offering diagnoses where underperformance exists and helps you fix any dysfunctional contractual relationship. Grosvenor will support you so that your suppliers deliver shining results across all contracts.

The difference

The important difference is in how we work. We work collaboratively with you. We listen. We care. Then we get on and do. We make things happen for you and with you. Always.

The confidence

How can we be this confident? Our clients are!

- **60%** of our clients are repeat clients
- our Net Promoter Score is **+48**, unsurpassed in our industry. Don't like working with us, don't pay!
- every client gets our CEO's mobile number.



Suppliers who fire from all cylinders

We consider our Supplier Leadership offering most relevant to you



Supplier Leadership

Annoyed about suppliers that are not pulling their weight?

?

- ✓ our supplier leadership interventions increase performance by 20% to 30%
- ✓ internal client satisfaction increased 250% for one IT contract we turned around.

BENEFITS

PERFORMANCE TURNAROUND

Check if your contract fires from all cylinders and what needs to be done if it doesn't.

SUPPLIER RELATIONSHIP

Truly understand your supply base – with our 360 degree feedback mechanism.

COMMERCIAL REVIEW

Benchmark cost performance against other suppliers, innovation or in-house delivery.

CONFIDENCE



Leverage our supplier leadership expertise

"I need my suppliers to be more proactive. Right now, I feel like I am doing their work for them. They just don't get us"

More often than not service providers disappoint. Managers end up spending most of their time fixing stuff-ups and dealing with poor performance rather than making strategic decisions for the business. Consistent cost pressure exacerbates your frustration. What do you do?

Talk to us about how our clients implement supplier leadership to increase performance from their suppliers and get more innovation from them.

Count on the confidence from leveraging our vast experience and tools to enhance your supplier leadership capabilities. Imagine what a difference a proactive service provider will make to your success!

Not getting what was promised from your service provider?



Determine if your contract is on track and where it is underperforming with Grosvenor's Contract Health Checks



Leverage Grosvenor's impartial expertise to fix a dysfunctional contract or relationship



Embed a culture of supplier leadership, not contract management



What's next?

Find out how to improve the performance of your contract

Contract Health Check

Is your contract performing as well as it could? In which areas could you improve the performance of your contract?

Our Health Checks look at every aspect of your contract to:

- ✓ benchmark the performance of your contract
- ✓ identify risks associated with current contract management practice
- ✓ identify better practice recommendations to generate more value.

Get started from \$149 today!

360 Degree Supplier Feedback

Keep on wondering what your suppliers think about the way your organisation interacts with them? Do you know how this impacts the supplier's performance?

Stop wondering and find out today!

We apply theory based 360 degree feedback mechanisms to benchmark your leadership style and receive valuable information from your supplier to increase their performance.

Give us a call and start your feedback loop today!



Don't take our word for it!

What our clients say about working with Grosvenor...

"Grosvenor are exceptionally adept at identifying the issues. Are consultative, professional and really make the difference. What is noticeable is that Grosvenor is not a 'one size fits all organisation'. Their approach is specific to the customer and the issues identified. A pleasure to work with."

"9 out of 10"



"Thank you for all the support and hard work over the past months. We believe the robust process has delivered the best outcome for Fairfax Media."

"Provided an independent but verifiable review of a current contract which provides a strong basis for a decision regarding this contract."



"Grosvenor's advice is always well considered and thorough, has regard to all circumstances and is strongly outcomes focused. Grosvenor have added considerable value to key projects and have been a pleasure to work with - highly recommended".



"I found the Grosvenor consultants were wonderful guides, consultants and mentors. They shared their breadth of experience readily and also displayed integrity throughout the whole process."



"Our experience with the Grosvenor team was both a professional and flexible one that delivered our intended outcomes within the agreed timeframes"

"[...] outstanding work Grosvenor have done. A lot of work has obviously gone into the thinking. I'm sure [you] will continue with the quality of work we have come to appreciate and expect from the Grosvenor team."



"Easy, Grosvenor were professional: competent, patient and took time to know our business"



Australian Government



Our supplier leadership experience

We have helped hundreds of clients to get the most value from external suppliers

Our clients	Supplier Management projects in the following categories:			High Stakes Procurement	Procurement Transformation
	Commercial Reviews	Turnaround of underperforming contracts	Embed a culture of supplier leadership, not contract management		
Federal Government	✓	✓		✓	✓
State and Local Government	✓	✓	✓	✓	✓
Financial and professional services, including Big 4 Banks	✓	✓		✓	✓
Utilities, Construction, Mining & Transport	✓	✓	✓	✓	✓
Media and Communications	✓	✓		✓	

- ✓ Grosvenor procurement experience and expertise



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