

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



Supplier Leadership

grosvenor management consulting canberra sydney melbourne grosvenor.com.au



# 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 <u>Stefan Gassner</u>, leader of our Procurement and Contracting practice for more information.

## What does Grosvenor quality mean?

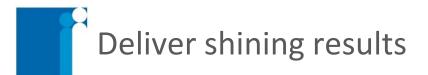
Grosvenor is a quality certified organisation with an outstanding track record in delivering projects:

- 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 negate 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



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

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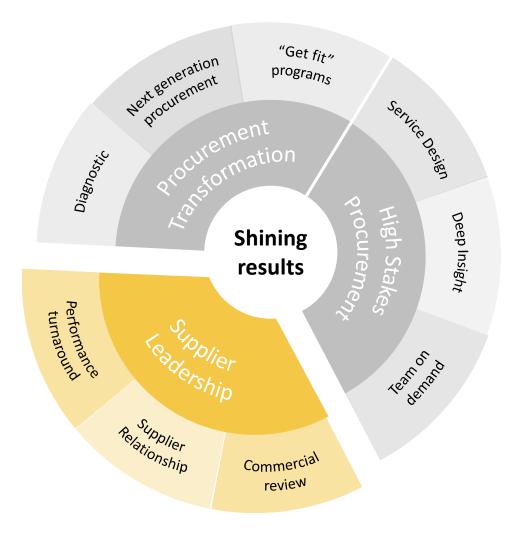
## The confidence

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.



We consider our Supplier Leadership offering most relevant to you





for one IT contract we turned around.

CONFIDENCE

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.

grosvenor management consulting



"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



Find out how to improve the performance of your contract

## **Contract Health Check**

## **360 Degree Supplier Feedback**

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 you contract to:

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

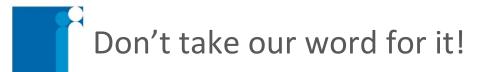
Keep on wondering what your suppliers think about the way your organisation interacts with them? Do you know how this impacts the supplier's performance?

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.

Get started from \$149 today!

Give us a call and start your feedback loop today!



What our clients say about working with Grosvenor ...





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

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

✓ Grosvenor procurement experience and expertise



#### DR STEFAN GASSNER

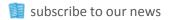
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