



**Example  
only**

## CONTRACT HEALTH CHECK REPORT

{ Your logo }

Day Month Year



# Your contract health check results




*The overall performance score of your contract is 58%*

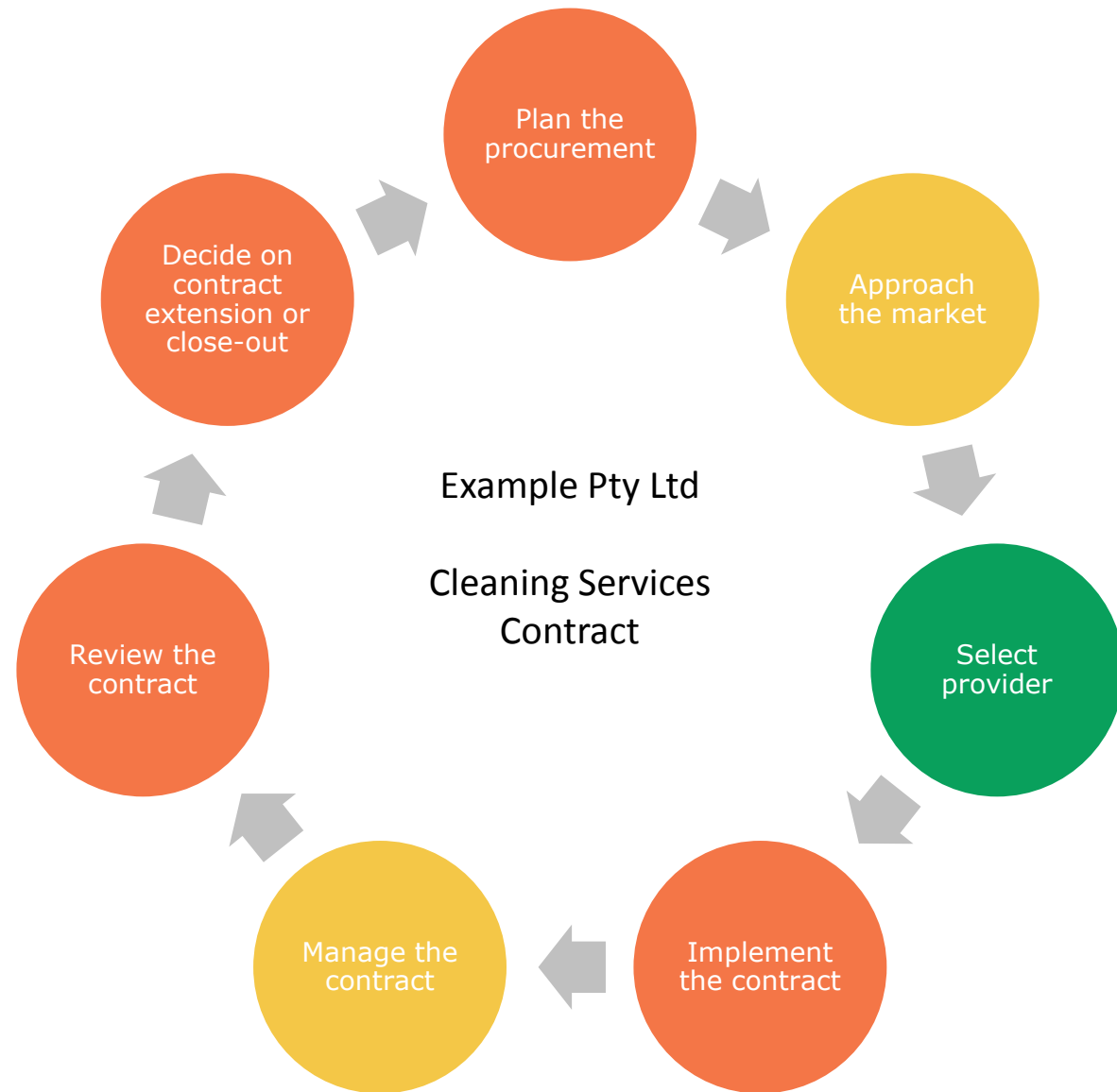
The contract health check revealed significant risks and opportunities to improve the performance of your contract.

The diagram on the right summarises our findings.

Read on to see in which areas your contract would benefit most from these improvements.

## Key to your results:

-  Poor performance
-  Average performance
-  Good performance





# What is the impact on your business?

*Some key risks were identified that require attention*

## **Key risks from areas where your contract is not achieving critical outcomes:**

- 🚨 Critical business needs are not met, compromising core services, operations and performance
- 🚨 Ineffective planning for contract management typically leads to significant underperformance
- 🚨 The client cannot enforce contractual obligations and SLAs or hold the service provider accountable when service delivery does not meet expectations.

## **Missed opportunities from areas where your contract is not aligned with best practice:**

- 🚨 Opportunities to increase value, quality, performance and capabilities are relinquished
- 🚨 Problems are not raised and resolved, negatively impacting service delivery and relationship
- 🚨 Contract outcomes and business needs are not maximised as service provider is not held accountable for performance.



# What do I need to do?

*The following summarises our key recommendations*

## Focus on the following key better practice recommendations:

#	IMPROVEMENT	ANTICIPATED BENEFITS
1	Develop a Procurement Plan/ Strategy that clearly articulates business needs, identifies sought after outcomes, assesses market capacities and providers and considers different approaches for market engagement	Contracts are developed that actively address business needs and ensure value for money, quality, innovation and best practices are maximised
2	Xxxx	Xxxx
3	Xxxx	Xxxx



## Attachments

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# Grosvenor's contract health check methodology

## We analysed these documents:

- Procurement Plan
- Xxx
- Xxx
- Xxx
- Xxx

## You answered questions regarding:

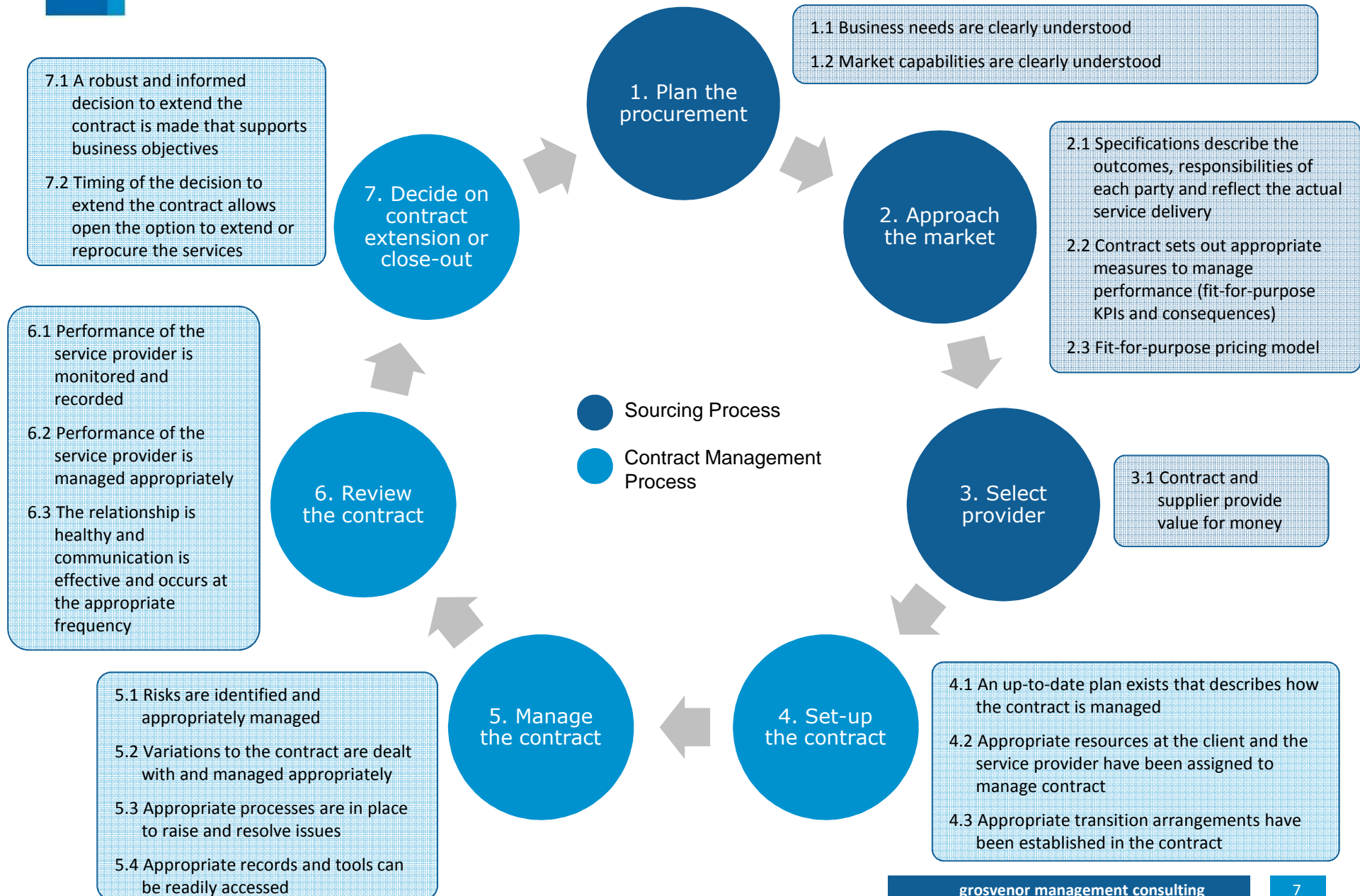
- client relationship with service provider
- Xxx
- Xxx
- Xxx
- Xxx

## Using the resources we:

- identified key outcomes
- made assessment against outcomes
- identified key risks
- identified areas of improvement and benefit realisation.



# Required contract management outcomes





How Grosvenor can help

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# Why is Grosvenor the right fit?

*Leverage Grosvenor's procurement and contracting expertise to see beyond any procurement process*

Supplier Management is about more than just sourcing suppliers. It's about forming relationships and growing alongside your partners. Truly successful contractual relationships deliver all required outcomes, all anticipated benefits, plus just a bit more. Ensure that you're getting everything that you deserve out of a business relationship with Grosvenor by your side.

Are you looking for assistance in a high stakes procurement project? To transform the performance of your entire procurement function? To correct a dysfunctional supplier relationship? We can help.

At Grosvenor we see beyond any procurement process. We are relentless in driving the value over the life of the contract. We don't stop when a contract is signed. We don't settle for sub par performance. Neither should you!

Our two decades of experience coupled with a flexible methodology tailored to your requirements mean that you can capitalise on a network of partners with extensive expertise poised to deliver success.

Read on for an overview of our services and see the type of work we've done for our clients.

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

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 **+73** score. This is the highest score we have 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*



# Grosvenor's procurement services

*We consider our Supplier Management offering most relevant for your organisation*

## High Stakes Procurement

Our clients typically have limited expertise and resources to procure highly complex and business critical goods and services.

### How you benefit:

- ✓ expertise in all indirect categories
- ✓ rigor of a tried and tested process
- ✓ best practice specifications, contract & performance management frameworks

### Let's start a conversation about:

- ▶ complex procurement projects
- ▶ benefits realisation

## Procurement Transformation

Our clients are typically looking to improve the way the procurement function operates to drive more savings and other benefits.

### How you benefit:

- ✓ better practice benchmarking
- ✓ capitalise on quick-wins
- ✓ practicable solutions on how to transform your procurement function

### Let's start a conversation about:

- ▶ category management
- ▶ spend analysis / spend reduction
- ▶ supplier relationship management
- ▶ procurement organisational design
- ▶ capabilities of people, systems, processes

## Supplier Management

Our clients typically need help to turn around a dysfunctional contract or relationship with a service provider.

### How you benefit:

- ✓ contract health checks to identify issues
- ✓ impartial experience in fixing dysfunctional contracts and relationships
- ✓ leverage all four spend levers

### Let's start a conversation about:

- ▶ contract turnaround
- ▶ capabilities of people, systems, processes



## Leverage our supplier management 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 we can help you turn around your contract. Or how you get more innovation from your service provider.

Count on the confidence from leveraging our vast experience and tools to enhance your contract management 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*



*Learn how to use all four spend levers to get better outcomes: Pay Less, Buy Cheaper, Buy Less, Buy Smarter*



## Contact us

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