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Optimizing Service Provider Partnerships

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Agenda

- Introduction to KPI's
- Workshop "Selecting KPI's"
- Group Presentation and Discussion
- Workshop "Linking KPI's to SLA's"
- Group Presentation and Discussion
- Wrap up



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Introduction to KPI's

- Definition of KPI's
- The evolution of KPI's
- The interaction of KPI's and SLA's
- KPI's and the continuous improvement cycle



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Selecting KPI's

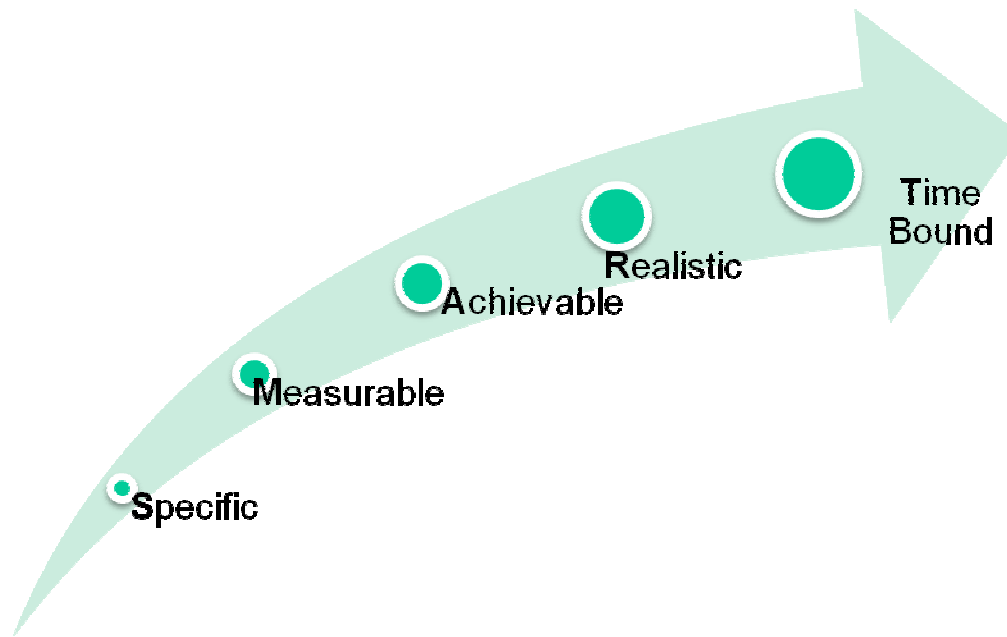
- Focus on key success factors within your relocation program
- Only track what you can measure
- Must be easy and cost effective to track and report
- Use the SMART method to validate your KPI's



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The SMART Process



Effective
KPI's



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Work Shop – Selecting KPI's



Government



Mining



High Tech



Consumer Goods



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Presentation and Discussion – Selecting KPI's

- 2 minute presentation per group
- Questions and discussion



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Linking KPI's to SLA's

- KPI's
 - Defines the service that is to be measured
 - Sets the target for service levels related to each KPI
- SLA's
 - Defines what meets, exceeds and falls short of targets
 - Sets continuous improvement targets
 - Defines penalties or bonuses



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Introducing Incentives/Penalties

- Pro's and con's of penalties and incentives
- Types of KPI's that lend themselves to penalties/incentives
- Reasonable incentive/penalty levels
- Reporting and distributing penalties or incentives



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Work Shop – Adding SLA's

- Add SLA's to your 3 KPI's
- Performance measurement
 - Set targets for meets or exceeds, improvement required and unacceptable performance measurement
 - Define tracking methods and supporting documentation
 - Set penalty and/or bonus parameters



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Presentation and Discussion – Adding SLA's

- 2 minute presentation per group
- Questions and discussion

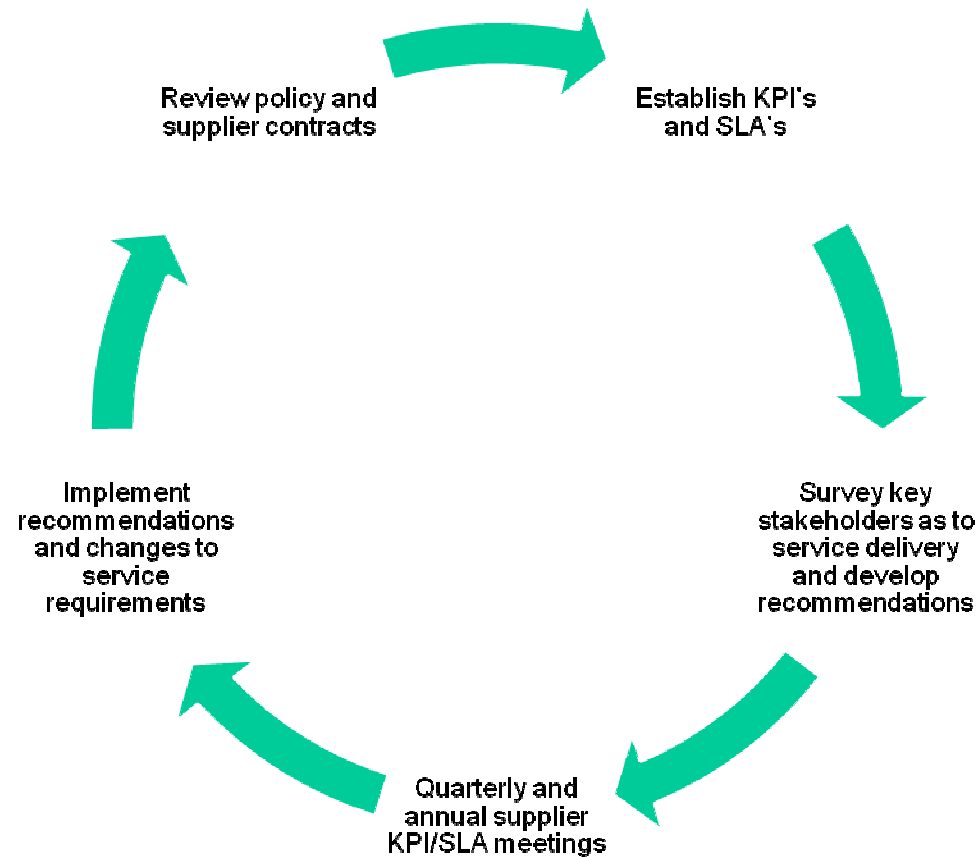


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The Continuous Improvement Cycle





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THANK YOU

