

# Compliance and Risk Management

## ***In-source / Outsource Decision Support***

Evaluate whether outsourcing is an appropriate consideration for current circumstances and future supply chain needs.

Consider in-sourced alternatives including investments and support required to meet your supply chain needs.

Establish clear requirements from a potential outsource engagement, outline the scope of services and consider integration effort, transition requirements and on-going management requirements.

Create a profile of the type of outsource partners that may be suitable and a list of potential candidates

Develop and present decision criteria and outline next steps for in-sourced or outsourced options.

## ***Scope of Work Development***

Map existing supply chain structure and recommend scope and integration points. Define inputs, high level process requirements and required outputs.

Collate volume and complexity data with your team and establish projected upper and lower volume limits

Outline key service levels, reporting requirements and performance indicators.

Address technology requirements, risk mitigation, implementation management, data and financial flows

## ***Managed Outsource Partner Selection***

Managed process to identify and select outsource partner(s) to meet operational requirements.

- Develop 'long' list of potential partners based on scope and client inputs.
- Create request for proposal document and build scoring template based on your priorities.
- Run proposal process and rank potential partners based on scoring template.
- Create shortlist of partners and recommendations for your final consideration.
- Validate capabilities, support site visits and reference checks.
- Support final pricing and contract negotiation.

- Manage communication to all participants.

### ***Implementation Management***

Coordinate implementation between your team, any incumbent providers and new partner resources.

Establish governance structure with your input, manage project plan and project reporting.

Address implementation issues as they arise. Highlight and manage project risks.

Develop go / no-go criteria for your review and manage information required to make an informed decision.

Manage residual issues after go live and initial partner performance reporting.

### ***Partner Performance Management***

Develop key performance indicators that reflect partner performance and overall supply chain performance.

Establish reporting with partners to provide process visibility, metrics performance and exception reporting.

Create framework of daily, weekly, monthly and quarterly communications to manage exceptions, review performance and address strategic performance issues.

Work directly between your team and partner resources as needed to address any performance issues.

Transition performance management framework to your sustaining team.

### ***Performance recovery***

Where partner performance is below expectations our team will engage directly with the partner to determine the root cause of the performance issues and develop a path to recovery.

This will typically involve changes to the partner processes and may also require some changes to how your team interacts with the partner.

If we conclude that performance is not likely to improve with the current partner our team will identify and support the implementation of alternative solutions.

Once performance levels are recovered our team will also provide process insights that led to the poor performance.