

X & Y

Partnering Agreement

Note that this is an example only – key information has been removed to protect confidentiality, content varies to suit each partnership

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These notes represent material developed by the Leaders in the partnership and reflect their shared views and aligned perspectives. The content will be reviewed and updated regularly so that it is a 'living' **working agreement** between them.

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About the Partnership

Shared Vision

The teams acknowledge that while there are tensions in the drivers they each have, there is a strong reliance on each other to succeed and achieve the best outcomes.

The overarching purpose that they share is, therefore:

The focus of the teams is:

- X: Operational Excellence
- Y: Product Innovation

The synergies of these two strategies can create a powerful value proposition to the market. To achieve the value requires a focus on understanding each others perspectives and working co-operatively.

Enabling Principles

Everything we do is guided by the following:

- High level of trust
- Healthy communication
- Respect (for each other, for IP etc)
- Discipline (maintaining our commitment; doing what we say)
- Being mature and honest in the relationship
- Developing understanding
 - o Of each other companies (constraints, drivers, direction etc)
 - o At a personal or individual level
 - o Learning together, no blame for problems
- Visible Leadership
- Making it happen – sort issues, make it happen for the customer

The Engagement Model

Relationships

The following diagram depicts the key relationships and connections that impact the Y & X relationship.

(picture removed)

Governance Forums

There are two main groups who will engage together and provide a governance and review function to ensure the relationships delivers maximum value for the teams.

Partnering Leadership Team	
Every 4 Months	
Face to face	
Covers	Who Attends
This group covers: <ul style="list-style-type: none"> • Strategies • Progress review in meeting of expectations • Ensure relationship continues to deliver value • Developing the partnership 	
Operational Review	
Every Month	
Some face to face, some Audio	
Covers	Who Attends
This team will <ul style="list-style-type: none"> • Monitor progress, KPI's, \$ • Maintain Issues and Risks Registers 	

Priority Focus – Working Together

The following are the areas of focus for the teams in working together over the coming period.

What	Who (lead)	Timeframe

Performance Management

Success Indicators

- Speed to market
- Our 'customers' say that 'we' are easy to do business with (where 'we' = the partners together)
- Present a common face to the stakeholders
- Partnership grows – not just a one off event
- Actions and behaviours that demonstrate we've developed and understanding of each others drivers and values
- Improvement in co-operation/ collaboration (operationally) to improve customer experience – processes, data transfer, customer satisfaction

Partnership Health

The "Health" of the partnering relationship will be monitored through the Taylored Solutions Partnership Health Check survey.

This will be done on a quarterly basis and the results presented for review and any required action planning.

The results of this survey will be used to produce an overall 'positivity' index, which will be used as a KPI.

Partnership Team Effectiveness

The Taylored Solutions Team Assessment survey will be conducted within the Partnership Team. This will focus on its effectiveness and identify how people feel about being part of that team.

The results of this survey will contribute to a Team Engagement KPI.

The Value Story

The 'value story' will be monitored and recorded using the approach developed by Taylored Solutions called the "Value Balance Sheet" which records the exchange of value (i.e. their contribution and return) on various dimensions of value. e.g. Intellectual Property, People, Financial.

This will ensure visibility of the contribution by parties, and helps mitigate risk of perceptions that one party is benefiting dis-proportionately or that they are not contributing what was expected.