



The Contract Scorecard: Successful Outsourcing by Design

Sara Cullen

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Adoption and use of a contract scorecard demonstrates a maturing ability to manage commercial outsourcing arrangements. The process of designing the scorecard helps you nail down the key outcomes and avoid lack of focus, inconsistent objectives, hidden costs, indifferent service and deteriorating relationships with your contract partners.

Sara Cullen's The Contract Scorecard will help you design and drive successful contracts. It offers a systematic guide based on practical advice and examples; one that explains the Contract Scorecard concept and demonstrates crucial implementation activities such as:

- The development of performance measures that work
- Sound Service Level Agreements that make obligations clear
- A Governance Charter that ensures both parties will adopt successful management techniques

An upfront investment in your contracts, from a commercial rather than legal perspective is probably the single most influential activity you can undertake; one that will ensure your outsourcing relationships have clear business goals as the focus of the deal. Reading a copy of Sara Cullen's The Contract Scorecard should be the first step in that investment.

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