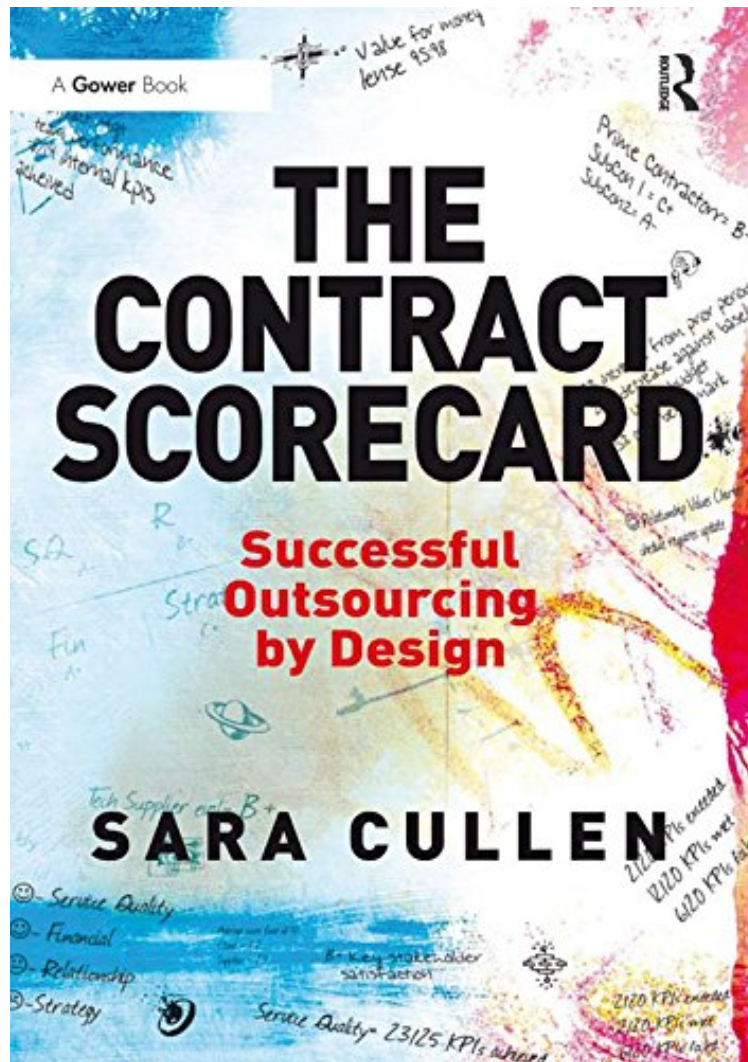


# The Contract Scorecard: Successful Outsourcing by Design

Sara Cullen

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**Sara Cullen : The Contract Scorecard: Successful Outsourcing by Design** before purchasing it in order to gauge whether or not it would be worth my time, and all praised The Contract Scorecard: Successful Outsourcing by Design:

0 of 1 people found the following review helpful. No-nonsenseBy I. RogersIt's an old cabinet makers' adage to measure twice and cut once; that way you get the right length of timber every time. Well, from what I've seen of this book, the Contract Scorecard is a no-nonsense, step-by-step guide, showing you how to measure outsourcing results, so you get what you really want out of outsourcing. The author, Sara Cullen, has compiled the wisdom she's distilled from working with over a hundred different organizations around the world. So unlike a lot of academics who write about outsourcing theory in an abstract way, she has the practical experience to back up her ideas. The book is written for people at the coal-face of outsourcing, and not those who just talk about it. The case studies are particularly

helpful, because they clearly illustrate the advantages to be gained from "careful measurement", and what disasters await those too eager to start "cutting that plank up". 0 of 2 people found the following review helpful. Directly relevant content  
By P. Ivanovski  
What is unique about this book on outsourcing (and let's face it, there are a lot), is that it explains why so many organizations have gotten into trouble in their outsourcing deals with some great stories and the explains how to do it right. I compared the KPIs in this book to what we have in our contracts and had so many "doh!" moments my head hurt.

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:  
cent; The development of performance measures that work  
cent; Sound Service Level Agreements that make obligations clear  
cent; 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.

'It is not often that I can sum a book up in five words - this book makes business sense!... This book is excellent, it is easy to read, directly applies to those operating at the coal face, and immediately demonstrates how the contract can be used to control, measure and improve success at delivering business benefits... Why waste time and effort on a document and process that you will never use; let's make the contract work for us. As Cullen concludes - the choice is yours.'  
Arras People, Ed Wallington, Project Management  
About the Author  
Sara Cullen is the Managing Director of The Cullen Group ([www.cullengroup.com.au](http://www.cullengroup.com.au)) and is a former national partner at Deloitte (Australia). She has a leading profile in contracting within Asia Pacific and is one of the region's most experienced advisors having consulted to over 110 private and public sector organizations, spanning 51 countries, in 140 projects with contract values up to \$1.5B p.a. The 70 functions she has worked with include call centres, claims management, construction, facilities management, finance, food services, HR, logistics, IT, maintenance, property, recreational services, sales, and security. She has designed partnering arrangements, franchise-type agreements, shared risk/reward structures and incentive programs in addition to traditional arrangements. Sara is a widely published, internationally recognised author having written 75 publications, conducted 7 independent expert government reviews, featured in 60 articles and presented in 160 major conferences. Her publications include *Intelligent IT Outsourcing*, *Outsourcing: Exploding the Myths*, *Contract Management Better Practice Guide*, *Best Practices in ITO*, *Lessons Learnt in Outsourcing*, *Service Provider Management*, *Outsourcing Guidelines* and *Outsourcing: What Auditors Need to Know*, in addition to research with various universities since 1994 including the London School of Economics, Melbourne, Oxford, and Warwick.