Record Nr. UNINA9910454017103321 Autore Cullen Sara **Titolo** The contract scorecard [[electronic resource]]: successful outsourcing by design / / by Sara Cullen Burlington, VT, : Ashgate Pub. Co., : Gower, 2009 Pubbl/distr/stampa **ISBN** 1-317-03733-2 1-317-03732-4 1-282-05408-2 9786612054082 0-7546-8171-8 Descrizione fisica 1 online resource (267 p.) Disciplina 658.4 658.4/058 658.4058 Soggetti Contracting out Contracting out - Evaluation Electronic books. Lingua di pubblicazione Inglese **Formato** Materiale a stampa Livello bibliografico Monografia Description based upon print version of record. Note generali Includes bibliographical references and index. Nota di bibliografia Nota di contenuto Cover; Contents; List of Figures; List of Tables; Foreword; Preface; 1 Introduction: 2 The Quadrants of the Contract Scorecard: 3 The Steps in Developing KPIs: 4 Schemes for the Consequences of KPI Performance: 5 Planning the Contract Scorecard: 6 The Quality Specification - The Service Level Agreement (SLA); 7 The Financial Specification - The Financial Schedule; 8 The Relationship Specification - The Governance Charter; 9 The Strategic Specification - Unique Contract Schedules; 10 Conclusion; References; Index; About the Author Sommario/riassunto 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.