



OVERVIEW

Performance Insight, LLC (performanceinsightllc.com) has over a decade of experience working with a wide variety of government acquisition programs to maximize contract performance by building and leveraging effective government-industry partnerships.

Performance Insight's PARTNERSHIP™ Program is an iterative process that helps partnering organizations overcome the multitude of obstacles to effective partnering. We will facilitate the achievement of mutual success by assessing the current state of your partnership and providing actionable recommendations and tools for achieving the desired state. Specifically, this program will facilitate:

- P**artner organization, team, and counterpart
- A**lignment;
- R**ole, responsibilities, and authority (RRA) clarification; and
- T**eaming to
- N**egotiate
- E**xecution objectives, requirements, and
- R**ules of engagement for effective collaboration, coordination, and communication for
- S**ustainable
- H**igh
- P**erformance and mission success

The PARTNERSHIP™ Program is customizable to meet the unique needs of your program and partners. Typical components include:

- Formation of a "leadership council" consisting of top-level joint leadership from key partners (i.e., government program office partners and contractor partners)
- Administration and analysis of our PARTNERSHIPinsight Survey™ that provides a baseline assessment of the current state of the partnership using both within-partner and cross-partner dimensions
- Facilitation of independent offsites for each partner organization to brief baseline assessment results and develop action plans for internal issues (i.e., within-government or within-contractor)
- Facilitation of a joint offsite with both government and contractor partners to: develop action plans for cross-partner issues (e.g., developing and communicating critical "one-voice" messages, clarifying roles and counterpart alignment), provide skill development in areas critical for effective partnering (e.g., collaborative problem solving, conflict management, integrative negotiation, customer/user engagement), and foster teambuilding/trust building
- Facilitation of periodic leadership council meetings to: ensure joint leadership is speaking with "one voice," track progress against offsite and leadership council action items, and manage strategic communications

EXPECTED OUTCOMES (ROI)

Expected outcomes from Performance Insight's PARTNERSHIP™ Program include:

- A more unified program leadership team (i.e., joint government-contractor leadership speaking with "one voice")
- Better aligned strategies, objectives, and priorities
- More effective cross-organization structural alignment
- Clearer counterpart alignment and mapping via Performance Insight's Master Alignment and Role Clarification Chart (MARC™)
- Clearer roles, responsibilities, and areas of authority via RASCI (Responsible-Accountable-Support-Consult-Inform) analyses
- Improved requirements management
- More realistic customer/end user expectations
- Improved trust between/among partners (i.e., end users, government program office, prime contractor, subcontractors)
- Clearer linkages between roles and mission impact
- Improved collaboration through shared problem-solving techniques and joint resolution of business challenges
- Improved coordination through establishment of shared processes (e.g., meeting management, conflict mediation, business rhythm)
- Improved communication flow, including constructive feedback mechanisms and dissemination of "one voice" messages

The above outcomes will have a positive impact on performance and, in turn, on objective Award Fee measures. Additionally, experience has shown that active engagement in the PARTNERSHIP™ Program will also have a positive impact on subjective Award Fee measures, as government and industry partners will have a vested interest in each other's success.



APPLICATIONS

Performance Insight's PARTNERSHIP™ Program has many applications, including:

- "Red" acquisition programs where performance shortfalls and resulting low Award Fee scores have created a climate of finger-pointing and distrust among government and industry partners
- Existing programs that are performing well but could reach new levels of performance through improved partnering
- Recently awarded programs where there is a desire to build a foundation of critical partnerships in order to minimize the probability of going "red" in the future
- As a discriminator/differentiator in new contract proposals (i.e., government agencies see that contractors not only "talk the talk" but "walk the walk" by building in proven methods for building and leveraging an effective government-industry partnership)