



## DISCOVER The Opportunities in Your Business



- *What are the areas of risk with regards to your customer/supplier relationship?*
- *What missing knowledge is required for the success of this relationship?*
- *How can time to market be reduced?*

**Customer/Supplier Relationship Management- *We have identified the knowledge and associated activities that organizations must either possess or acquire and then implement to ensure success between a customer and their key suppliers.***

**Customer/Supplier Relationship Management (CSRM).** Working with your project team we evaluate and score the 18 knowledge components to ensure success. We then review and score approximately 260 statements relative to strategy, management, innovation, technology leadership, performance in time to market and customer driven influence and functionality. The process is comprised of two steps:

- Baseline Customer workshop used to evaluate the customer's view of the level of knowledge required.
- Baseline Supplier workshop evaluating the supplier's view of the level of knowledge required.

The results of the scoring during the workshops is entered into the CSRM database to compare with "Best in Class". The database includes a "Best in Class" index for performance and risk. Specific risk issues are defined so mitigation strategies can be developed and implemented.

**Value from CSRM.** The CSRM process provides both the Customer and the Supplier with the capability to evaluate the relationship to ensure that it meets and/or exceeds the goals and objectives of the two organizations, as well as providing value to the customers of both organizations.

### NorthPoint Software & Services



**Dave Chapman 603-539-2049**

**Rich Iler 440-546-3867**

**Bill King 248-515-1541**

**Alan Taracuk 734-646-9744**

THE NORTHPOINT GROUP