

# In depth assessments



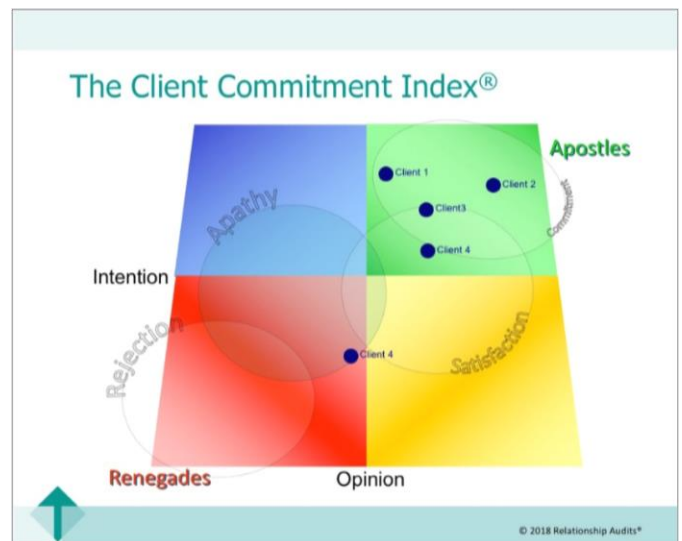
## In-depth assessments to deliver actionable intelligence

Using deep-dive interviews conducted either face to face or by phone/skype, Relationship Audits® delivers detailed actionable intelligence to service providers to help them secure and grow relationships with key Clients or Partners



### Deep dive relationship assessments

- Provide an objective and insightful assessment of the strength of the relationship
- In depth one on one interviews of approx. 40 minutes
- Market proven, proprietary 'can opener' questions deigned to unlock relationship dynamics
- Uniquely, questions grouped by 'opinion' and 'intention' to assesses client/partner commitment rather than simply satisfaction
- Focus on what needs improvement and help as well as where there are opportunities to be leveraged
- Develop plans to secure and grow client/partner relationships

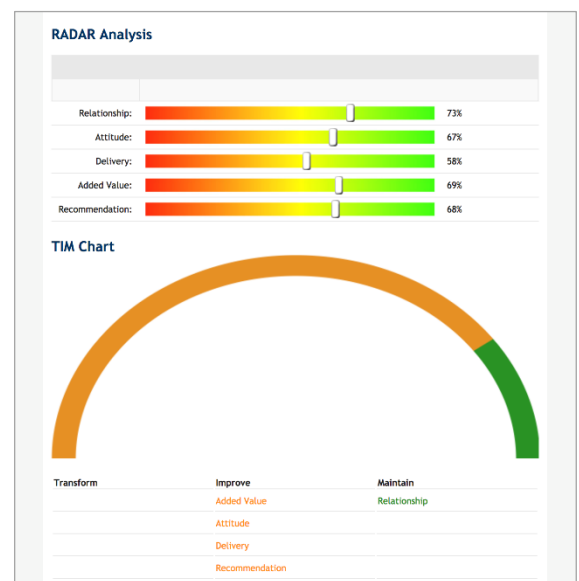


Identify how committed your clients are



### Simple, graphic reporting for easier analysis to guide action

- Questions grouped into 5 categories for easy analysis
  - Relationship
  - Attitude
  - Delivery
  - Added Value
  - Recommendation
- Provides a one number 'RADAR' score as well as degree of commitment to the provider
- TIM ('Transform', 'Maintain', 'Improve') chart highlights where action is required



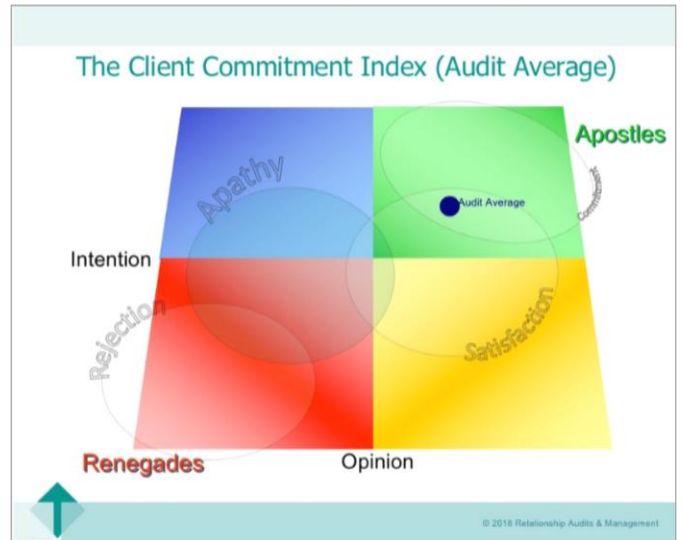
Easily pinpoint where improvement is needed

# In-depth Assessments continued



## Performance & commitment comparison

- All data kept on secure password protected servers
- Compare vs previous years and vs Relationship Audits® benchmarks
- Commitment scores viewable Overall, by Client or by Individual
- Quantitative presentation of answers to qualitative questions,
- Reporting available, by overall audit, client company and individuals
- Reports include multilevel conclusions/learning with clear recommendations for indicated action
- Create customised reports in MS Word or MS PPT

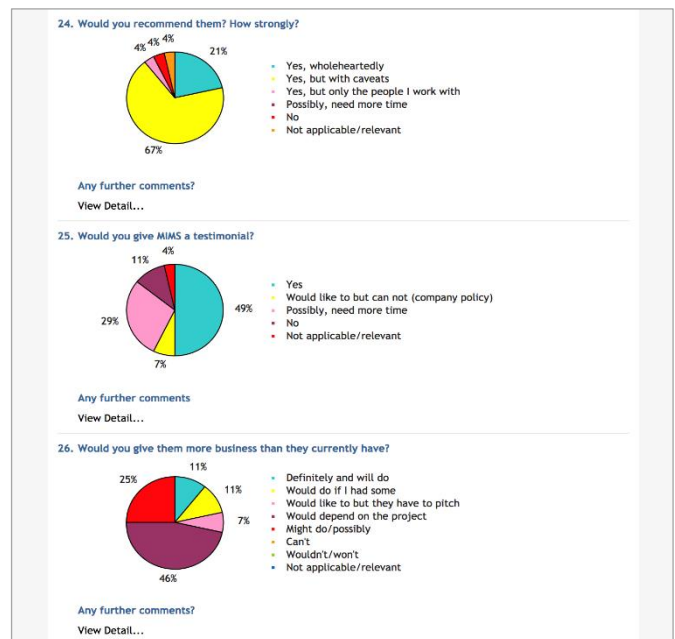


Multilevel commitment analysis

## Pricing that fits your needs

Pricing is determined by the scope of the project, especially

- The number of people to be interviewed at the client/partner company, and
- The anticipated preparation and debrief requirements for learning and recommendations.
- Typically in-person interviews cost more than those carried out by phone



Quantitative presentation of qualitative data



Relationship Audits  
& Management

London, New York, Paris,  
Cape Town, Melbourne,  
Dusseldorf

## Contact us

Want to learn more about how to get *actionable intelligence* on your key strategic relationships and hear what other users have said? Please get in touch using the country contact details on our website or email us

### Website

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