



SC21 Relationship Excellence



Supplier
Scope
Date

G & O Springs Ltd
Spring and Staple Design and Manufacture
11/06/2015

	Score	Self Assess Score ¹	Practitioner/RADAR Score ¹
Awareness	C	50	40
Knowledge	C	50	25
Internal Assessment	D	25	20
Partner Selection	D	25	20
Working Together	D	25	20
Value Creation	C	50	30
Staying Together	D	25	20
Changes in Relationship	D	25	10
		275	185

¹This is the basic assessment score not the score for the SC21 submission

SC21 Diagnostic Score*

231

*SC21 Diagnostic Score = Practitioner/RADAR Score x 1.25 for alignment to other models

Bronze

ReEx Key themes

	Strengths	Areas For Improvement
1. Awareness	Relationship building is the nature of G&O business and its importance has grown within the company	Draft Strategic Relationship Management Plan (currently relies on knowledge)
2. Knowledge	Suppliers segmented into subcon and material. 5 strategic categories and recognised scoring levels	Consider replicating supplier sheet for customer segmentation and strategic significance
3. Internal Assessment	Skills matrix and appraisal forms reflect communication and collaborative working (internal and up/down supply chain). Assessed as part of appraisal process so will take 12 months to complete	Consider linking appraisal to collaborative working training needs
4. Partner Selection		Consider formal identification of potential collaborative partners (MABS, Triumph and BAE)
5. Working Together	Internal relationship supported with a team building day at Go Ape	Consider implementing a range of initiatives once key partners has been selected (e.g. team roles and responsibilities, communication map, jointly agreed management/review process, joint risk register)
6. Value Creation		Evaluate value drivers e.g. Performance / Cost / Time / Specification
7. Staying Together		Consider formal business reviews (agenda to include: value creation, RMM results, issues, risks, updates) with key partners
8. Changes in Relationship		

REL-EX SCORE CARD



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