



Return on
Relationships

GUIDE

What Does True Supplier Collaboration Look Like?



A Best Practices Guide To Understanding The 6 Elements Of True Supplier Collaboration

INTRODUCTION:

Supplier Collaboration - Your Gateway To Innovation

The modern business landscape is ever-evolving. As this evolution takes place, procurement's role within the business must continue to adapt. For decades the function has supported business growth, by improving compliance, driving efficiencies and delivering cost savings.

Our business are now asking more from us. To remain relevant today, business need to move fast and innovate. Ideas are the new currency and the biggest challenge organisations face, is uncovering transformative ideas and bringing these innovation to life within their business.

In today's tech-driven business environment, the vast majority of innovations have their genesis within the supply base. If organisations are to harness this great potential, close collaborative relationships must be established with suppliers.

For these collaborative relationships to flourish, it's vital that they are supported by a solid framework of governance and infrastructure.

Ultimately it's about creating a single source of truth, available in real-time at the push of a button or the swipe of a finger. But that doesn't just happen by magic.

In this guide we will outline the 6 areas we know are key to true supplier collaboration. We built our platform specifically for scaling supplier collaboration programs and allowing collaboration to organically happen. Our supplier collaboration platform, Vizibl, underpins each of these key areas, enabling streamlined cross organizational teamwork, leading to better results, greater innovation and higher productivity.

It is nothing short of a game-changing relationship-builder.

THE 6 AREAS OF TRUE SUPPLIER COLLABORATION

① VISION & MINDSET
Clear strategic relationship goals

② GOVERNANCE
Right roles, right people, right vizibility

③ ISSUE RESOLUTION
Capture, manage & resolve

④ 3D PERFORMANCE MANAGEMENT
360° view of supplier performance

⑤ INNOVATION
Track your innovation pipeline

⑥ VALUE BEYOND SAVINGS
Top Line Revenue Growth

VIZIBL BREAKDOWN:

Supplier Collaboration Involves:

1. Vision & Mindset



The first step in any journey is achievement alignment amongst participants.

IN VIZIBL USE:

Relationship DNA App, Feed App

2. Governance



Building a repeatable framework that allows you to deliver.

IN VIZIBL USE:

Teams App, Events App, Actions

3. Issue & Risk



Transparent issue tracking and management

IN VIZIBL USE:

Issues App, Risks App, Discussions, Actions

4. 3D Performance



Positioning suppliers for success both now and into the future.

IN VIZIBL USE:

KPIs Library, Performance App

5. Innovation



Moving innovative ideas from suppliers into your business.

IN VIZIBL USE:

Projects App, Custom Reporting App

6. Value Beyond Savings



Future facing strategy that drives top line revenue.

IN VIZIBL USE:

Value Trackers, Reporting App, Projects App

1. VISION & MINDSET

The Building Blocks For Any Collaboration

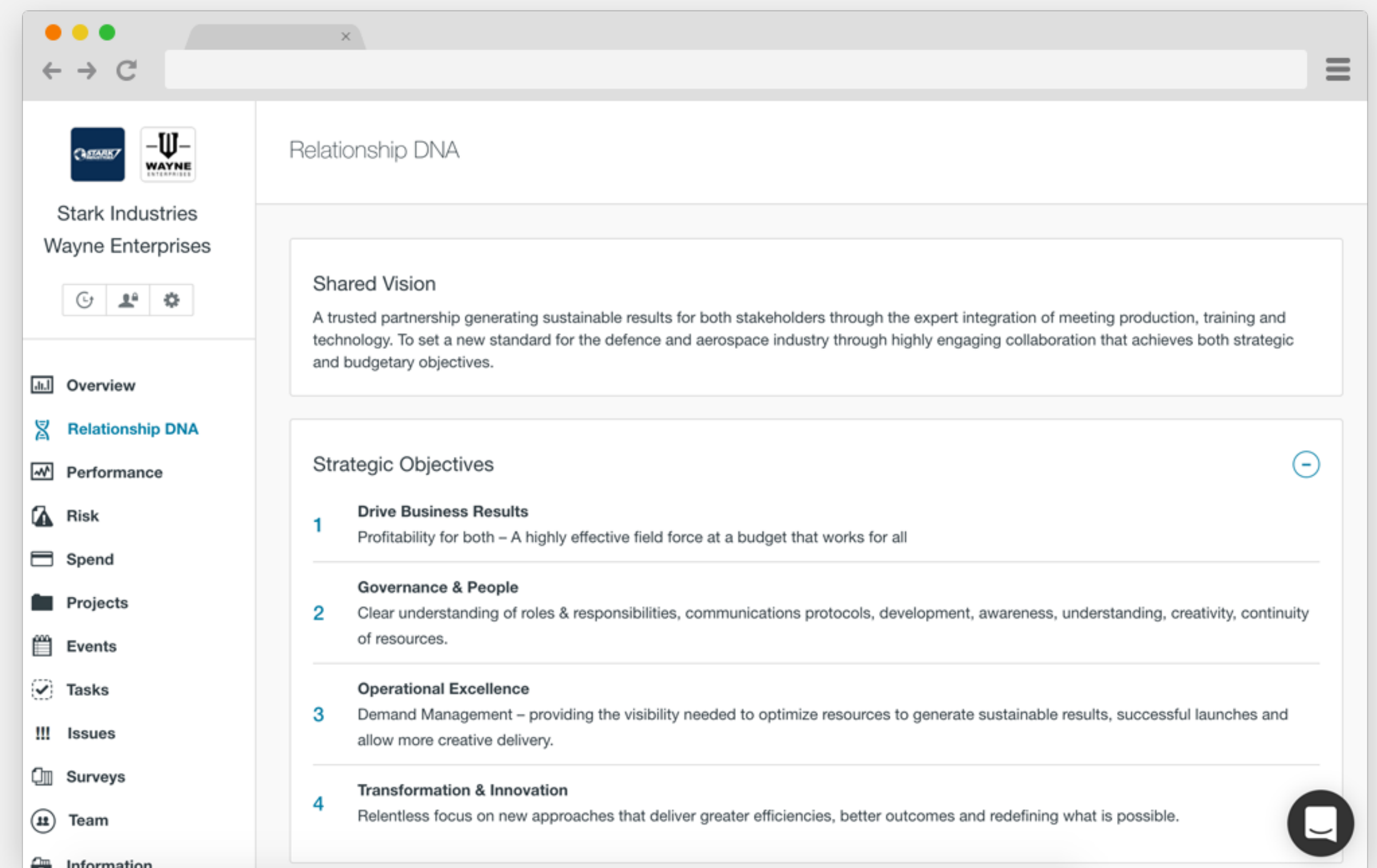
If you were to ask 5 people involved in a relationship with one of your top tier suppliers, what the Vision and Strategic Objectives were for that relationship, you would likely get 5 different answers. That's a misalignment problem that can cause friction and kills collaboration.

Why This Matters To You

If your Vision and Objectives are misaligned, everything else will be too.

- **It codifies** the larger purpose for the business relationship, setting the foundation for the partnership
- **It removes** any misunderstanding or lack of clarity what the aim of the partnership is
- **It keeps** the companies focused on how to drive the business forward, uniting all stakeholders around shared goals and objectives

Map Into Vizibl Through The 'Relationship DNA App'



2. GOVERNANCE

Good Governance Drives Future Ready Strategy

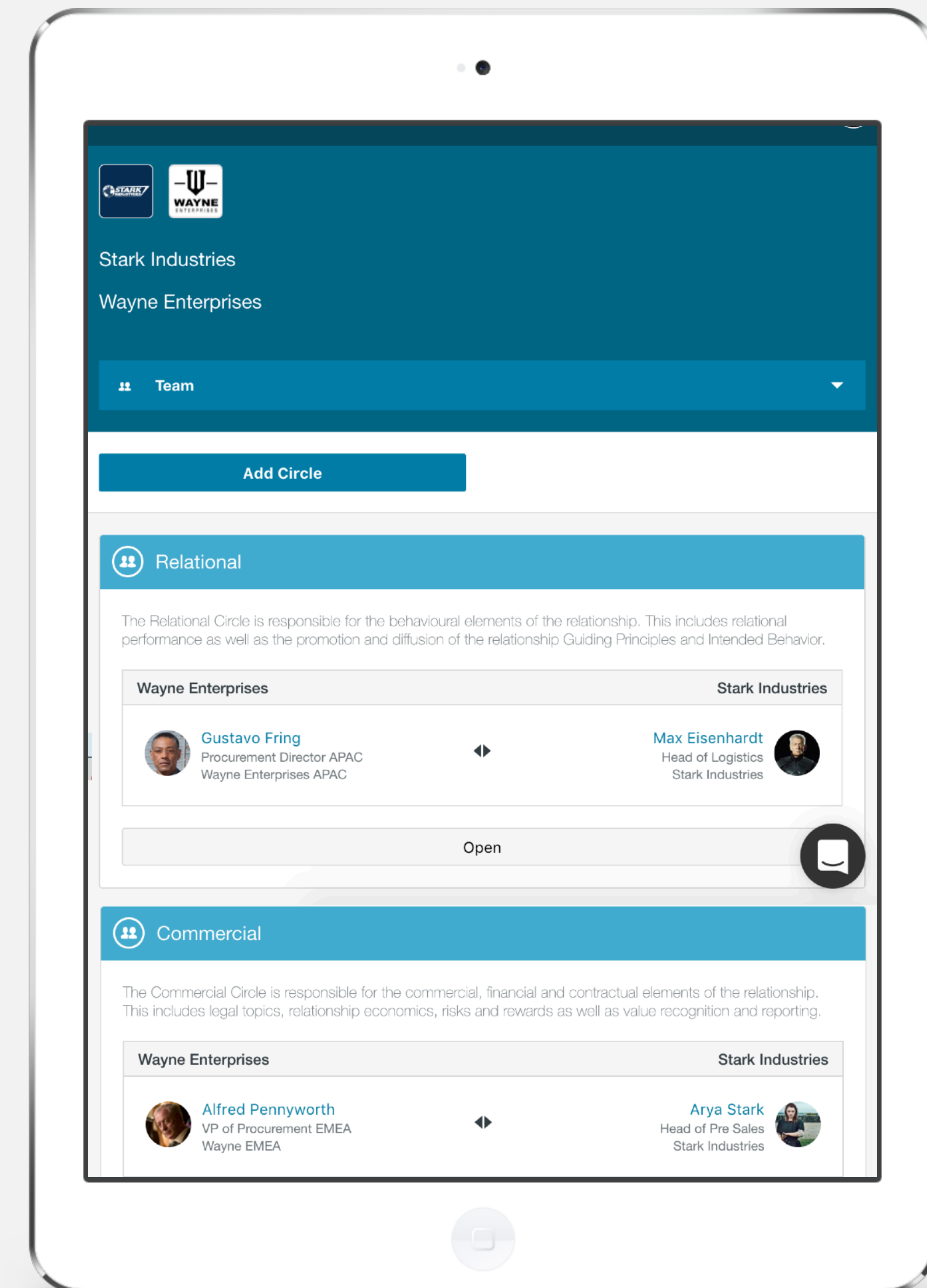
It is key to have an effective Governance structure for a relationship. It provides a set of cohesive policies, processes and decision-making rights that are foundational to encouraging collaboration.

Why This Matters To You

Unclear roles and responsibilities, along with unclear accountability for actions, will halt any collaboration efforts in their tracks.

- **Know exactly** who is working with your suppliers across the business
- **Move from** the traditional hierarchical communication to direct functional communication to improve the flow of information
- **Track communication** and cadence between both sides, allowing companies to work together to solve problems and achieve desired results collaboratively

Map Into Vizibl Through The 'Team App'



3. ISSUE RESOLUTION

Capture, Manage & Resolve Efficiently

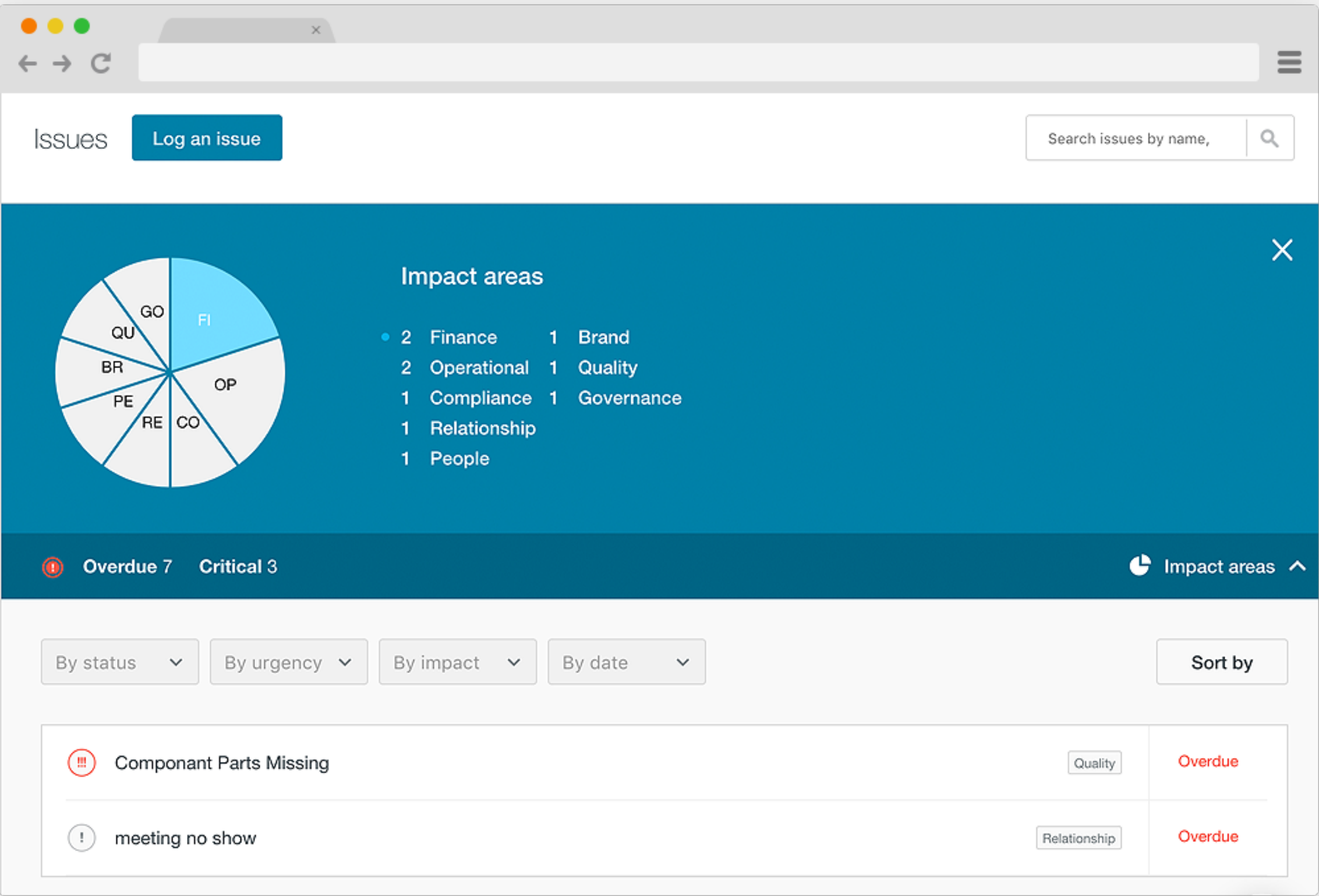
A shared issue resolution process prevents the parties from ignoring problems until they get to the point of needing intervention.

Why This Matters To You

Proactive problem solving facilitates successful resolution and removes unresolved or unsurfaced friction from the relationship, opening up the path to collaboration.

- **Allow stakeholders** to assign ownership to Issue resolution
- **Prevent relationships** from falling into bad habits, ‘blame games’ and ‘WIIFMe’ thinking
- **Simple and streamlined** escalation of issues, showing the full history of that issue, removing lengthy and unnecessary email chains

Map Into Vizibl Through The ‘Issues App’



5. INNOVATION

Build & Manage Your Innovation Pipeline

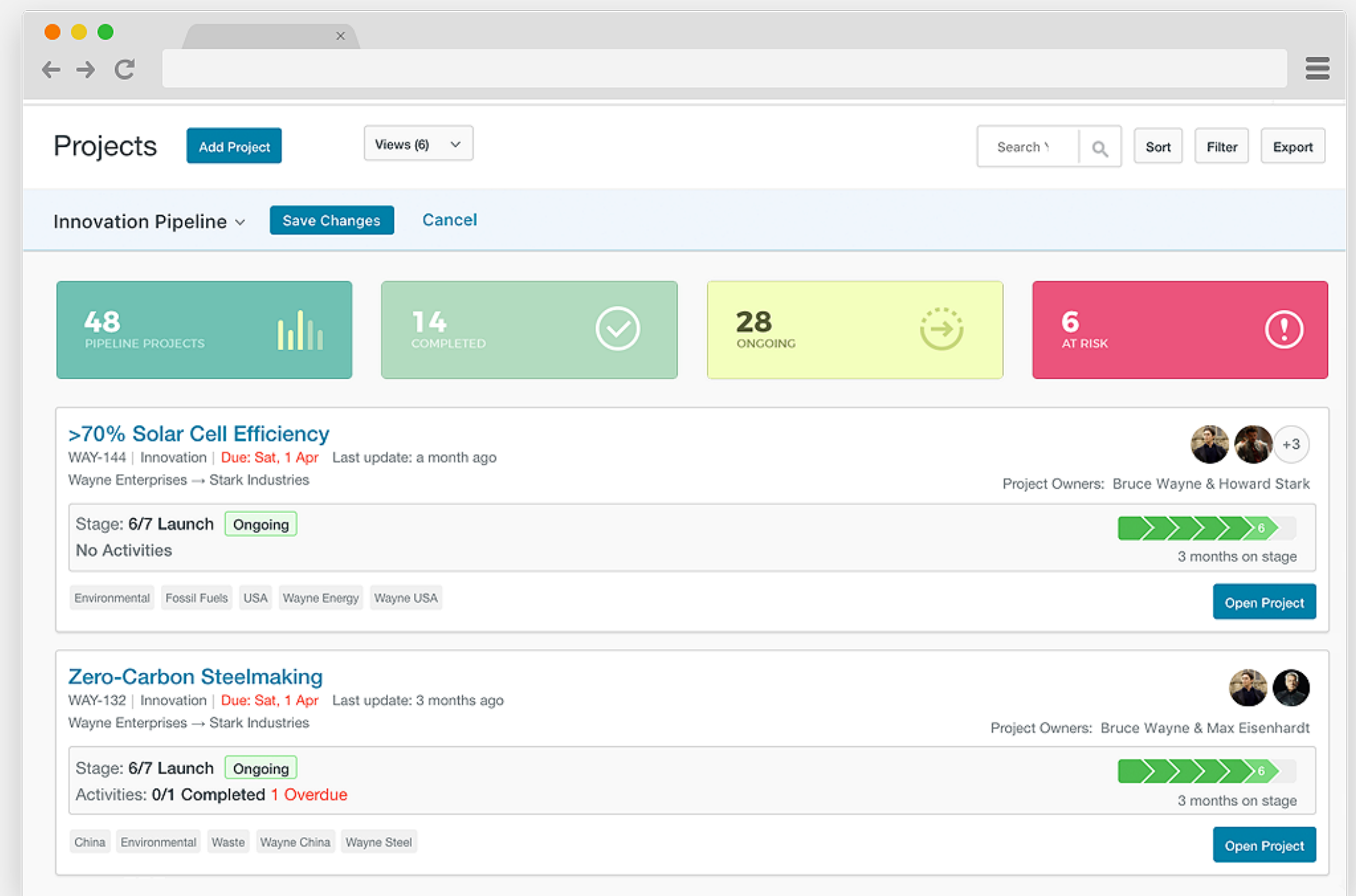
Few business processes are more critical to a company's continued performance than innovation. Organisations have become more and more reliant on their supply base to drive innovation.

Why This Matters To You

Because of its broad reach, unpredictable nature and dispersed ownership, many executives struggle to manage innovation as they would other business processes. Failure to develop and implement a practical way of measuring innovation effectiveness and efficiency is often at the heart of the problem.

- **Easily track** and streamline your Innovation Pipeline
- **Develop customized** business-oriented frameworks of input, process and output KPIs inspired by best practice
- **Grow Top** Line Revenue

Map Into Vizibl Through The 'Projects App'



4. 3D PERFORMANCE

Your 360° Measures Of Success

A joint and balanced understanding of the Three-Dimensions of Performance creates a brand new perspective on relationships.

Why This Matters To You

Often there are huge gaps in 3D Performance, with some Operational Metrics existing in a relationship, but no Relational or Transformational metrics being tracked. This is an absolute blocker to true collaboration.

- **Easily track** supplier performance in multiple dimensions
- **Focus on** the present and future as well the past
- **Get far** greater insight into the health and overall effectiveness of a commercial relationship than traditional performance management metrics

TOP TIP: Read Our Paper on 3D Performance available at: www.vizibl.co/library

Map Into Vizibl
Through The 'Performance App'



6. VALUE CREATION

Track & Grow Your Top Line Revenue

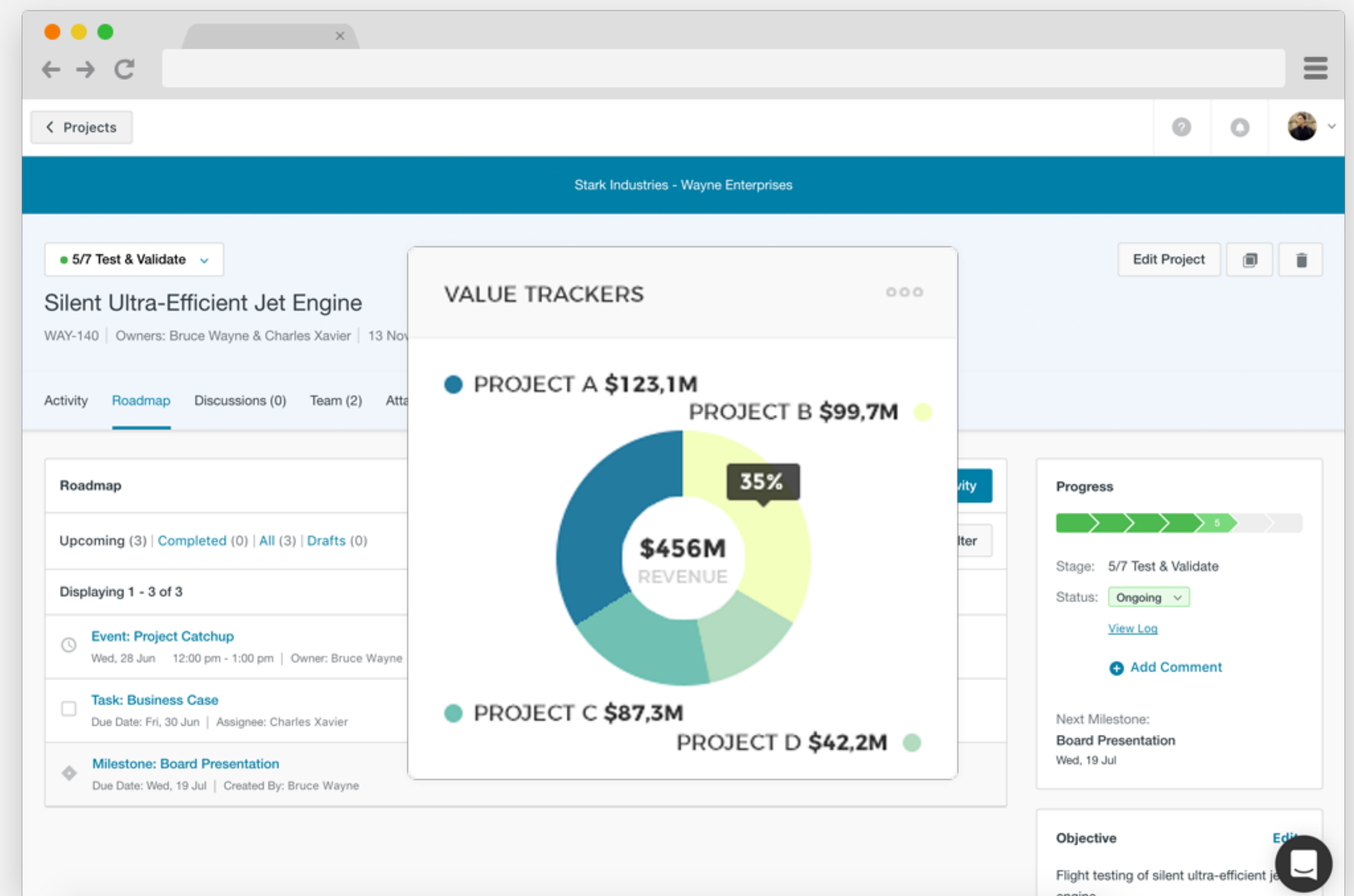
Value Beyond Savings is used to measure the fulfillment of Strategic Objectives and the achievement of the high-level relationship Vision.

Why This Matters To You

Every project or initiative worked on as part of the collaborative relationship should be ascribed some value so that you can track how it progresses towards your goals, and to also ensure that it is aligned with Business needs.

- **Get clear revenue** metrics on all value that is being driven through the collaborative relationship
- **Translate the** Vision into tangible numbers for all stakeholders
- **Ensure** that your pipeline delivers against expectations

Map Into Vizibl Through 'Value Trackers'



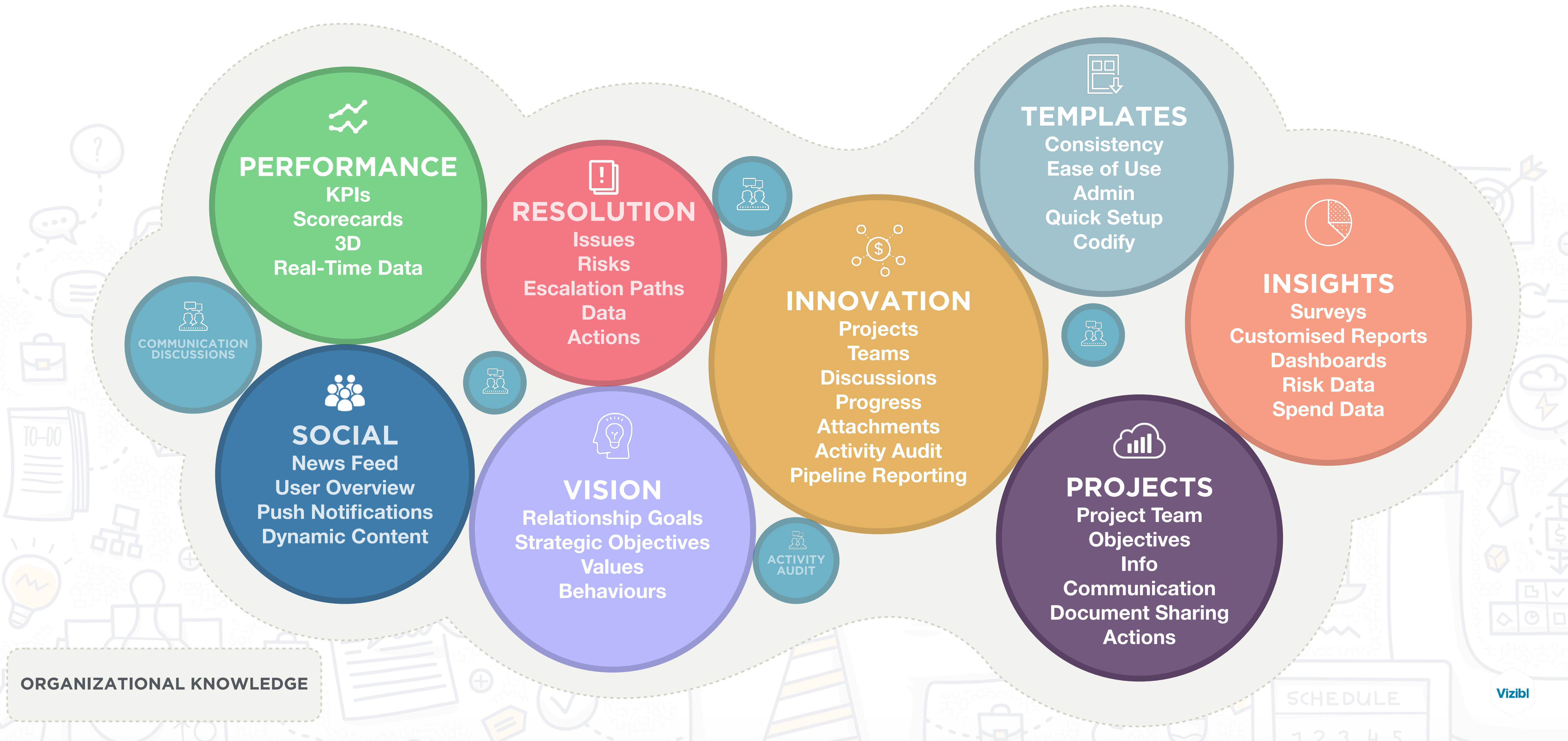
Game Changing Real-Time Collaboration Insights


Harness the power of your supply base through a manageable and company-wide process based on 360-degree level visibility available in real-time with the swipe of a finger.



HOW VIZIBL BRINGS IT TOGETHER:

Meaningful Insight Requires Unified Analysis Of All Data



...simple. 

Conclusion

Thank you for reading. We hope this guide has brought some clarity to how you now view supplier collaboration and what it entails. We know that collaboration is not simply a shared document or some back and forth conversations. While these are part of it, true supplier collaboration is a more holistic framework that goes beyond the traditional approach of one-to-one sharing of documents. Rather, organizations will need to achieve 360-degree level visibility based on real-time information across a multitude of areas that in turn provides a single source of truth. This requires one-to-many and many-to-many sharing of data and information.

Ultimately it empowers organisations to make bold future facing innovative decisions and move away from a reactive relationship with their suppliers.

Read more of our information resources at: <https://vizibl.co/library>



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Return On Relationships (ROR) is both a philosophy and a methodology that Old St Labs has developed and designed to drive competitive advantage, innovation and real returns on collaborative commercial relationships.

