



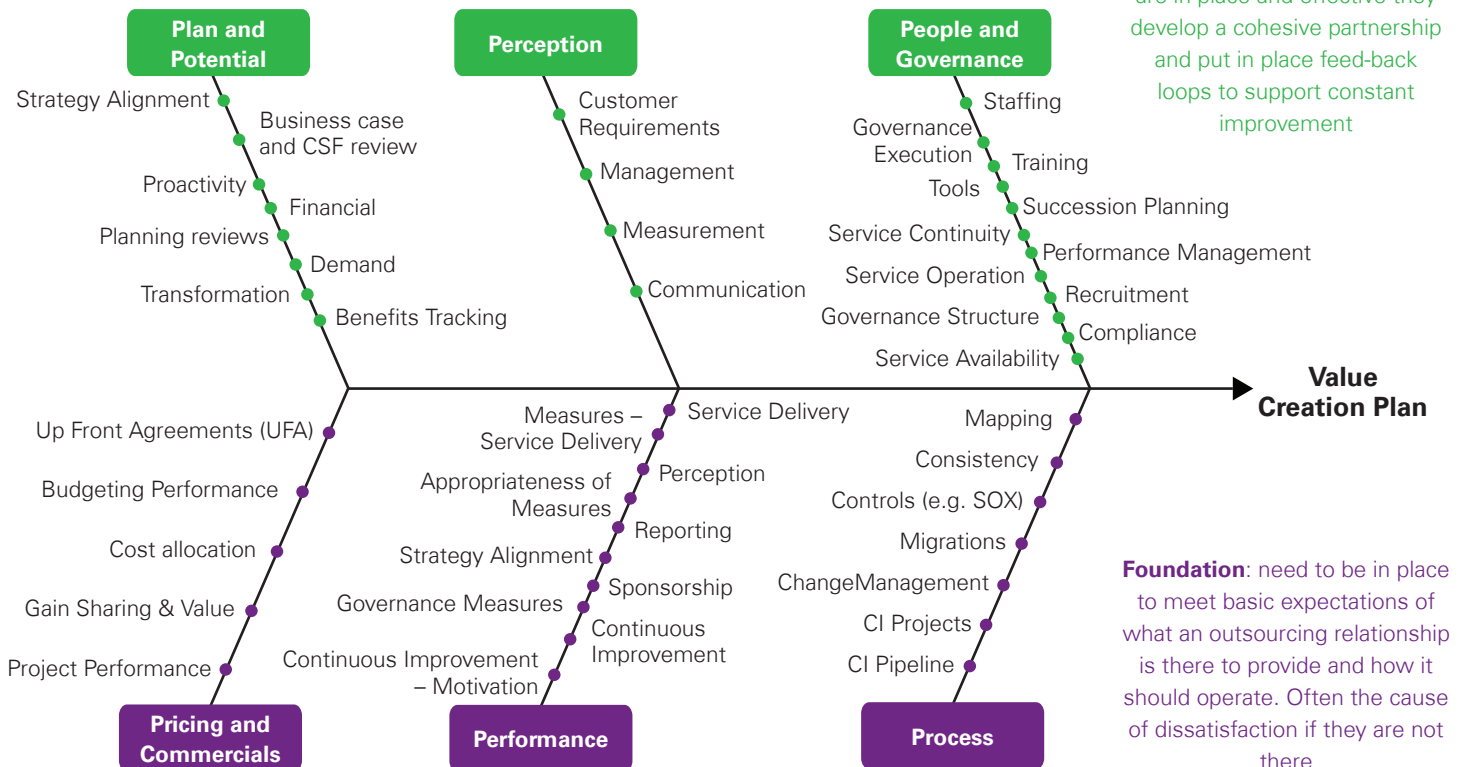
6P - Service maturity assessment



Today, many organizations are struggling with the challenge of how to achieve real, sustainable and business strategy-aligned value from their outsourcing arrangements. A 6P assessment is a review against a standard framework of indicators aligned to the 6 domains. Each indicator has a level of maturity from 1-5. In the example on this slide a summary is given of the key findings for each of the 6Ps. Assessment is done on two levels:

1. This level looks at the strategic goals and objectives, delivery against strategic intent and overall deal constructs. This is assessed through interviews with senior stakeholders with both the client and their supplier.

2. Operational: Day to day management of the service and steady state operations. Typically this level evaluates: how well services are delivered, operational performance measurement and service management. This is assessed through the review of key documentation, through further stakeholder interviews, and through an E-Survey.



Objective: Evaluation of

- how well the relationship is currently working,
- the strategic goals and objectives of the relationship,
- how it is set up for the future.

Execution:

- Review of specific documentation,
- Tailored questioning at key stakeholder interviews,
- E-Survey to a wider population within the organisation.

Key outputs to the client

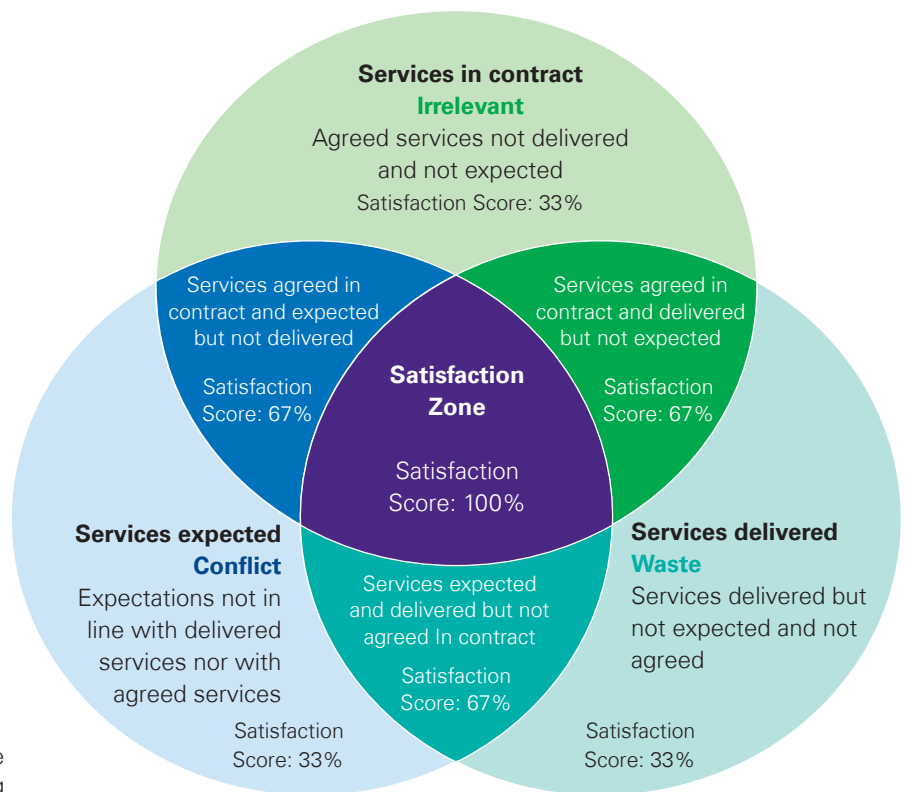
Customised report covering each component of the 6P's scores based on its maturity level

Summary of key stakeholder interviews and E-survey results

Analysis of the specific documentation review (Original business case, Service reports, Communication plans, etc)

Value Creation Plan identifies areas where value can be obtained from the outsourcing relationship and maps these onto an 18 month+ roadmap

In long term BPO deals there is often a disconnect between expectation and delivery



Long term contracts need mechanisms to evolve as the relationship develops

Why KPMG?

KPMG is a recognized leader in the Shared Services and Outsourcing Advisory marketplace.



Global SSOA Centre of Excellence constantly works on shared service and outsourcing best practices identification and analysis. KPMG global experts improve out methodologies, adjusting it to changing trends, clients needs and expectations.



In 2011, EquaTerra Inc. and its subsidiaries were acquired by KPMG, furthering KPMG's position as one of the world's foremost advisors on shared services and outsourcing. Together, help clients transform business services to improve value, increase agility and create sustainable performance.



Since 2009, KPMG has ranked on IAOP's list of the World's Best Outsourcing Advisors and was ranked #1 in 2012.



KPMG has been named to the "Winner's Circle" Shared Services and Outsourcing Governance Solution Blueprint Report from HfS Research 2014. "Winner's Circle" designates organizations that demonstrate excellence in both capability and value/innovation.



KPMG shares with clients experience and professional knowledge by numerous publications and reports.

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