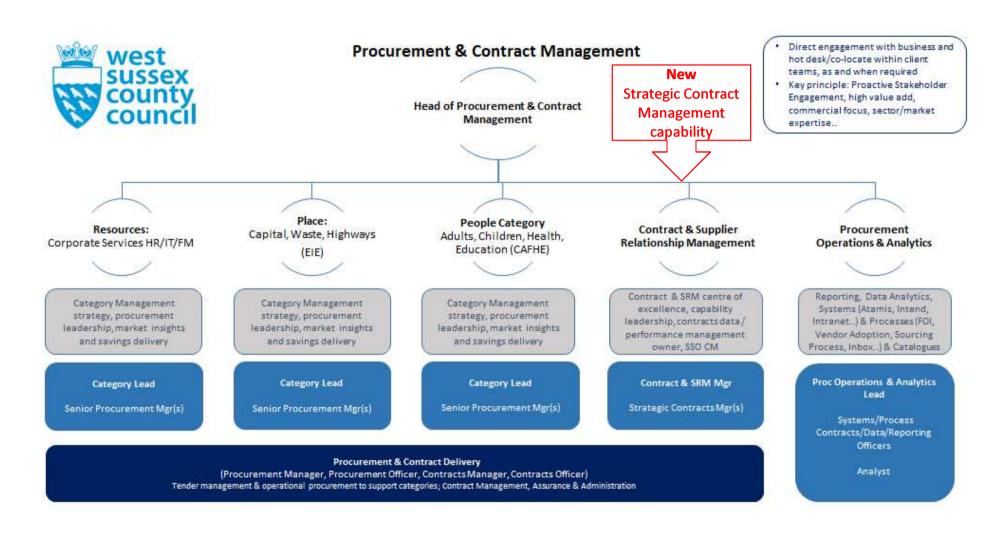
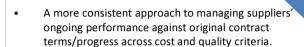
## Appendix B - Future Operating Model (Draft)



## Strategic Benefits of the New Model - Contract Management (Draft)

Benefits from transitioning to a new way of working



- Increased focus of specialist staff on strategic contract management - no 'man marking' of suppliers.
- Greater operational join-up between services dealing with similar challenges, which can lead to a more 'joined up' experience for suppliers.
- Good practice in contract management continuously reviewed for alternatives and innovation. All staff conducting contract management activities are informed about developments.
- More consistent contract management training and staff performance management could enhance the quality of service delivery.
- Clarified opportunities for contract management specialists' career progression.

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Greater over activities - le management different ser

Key benefits of the new model (Contract Management)

Staff

 Greater oversight of Contract Management activities - leaders can ensure that contract management activities are not recreated by different service areas.

 Providing contract management support which is proportionate to the size, scale and value of the contract.

- Standardised processes (eg for requests for contracts changes to promote efficiency.
- Centralised direction of contract management will enable provision of standard, and higher quality data sets across contracts, enabling greater transparency and compliance around KPIs..
- Greater central oversight/ awareness and documentation of key contractual risk areas and mitigating actions.
- Greater use of standardised best practice templates to promote standard approaches to risk management.

