

## **OUTSOURCED SERVICE CONTRACTS**

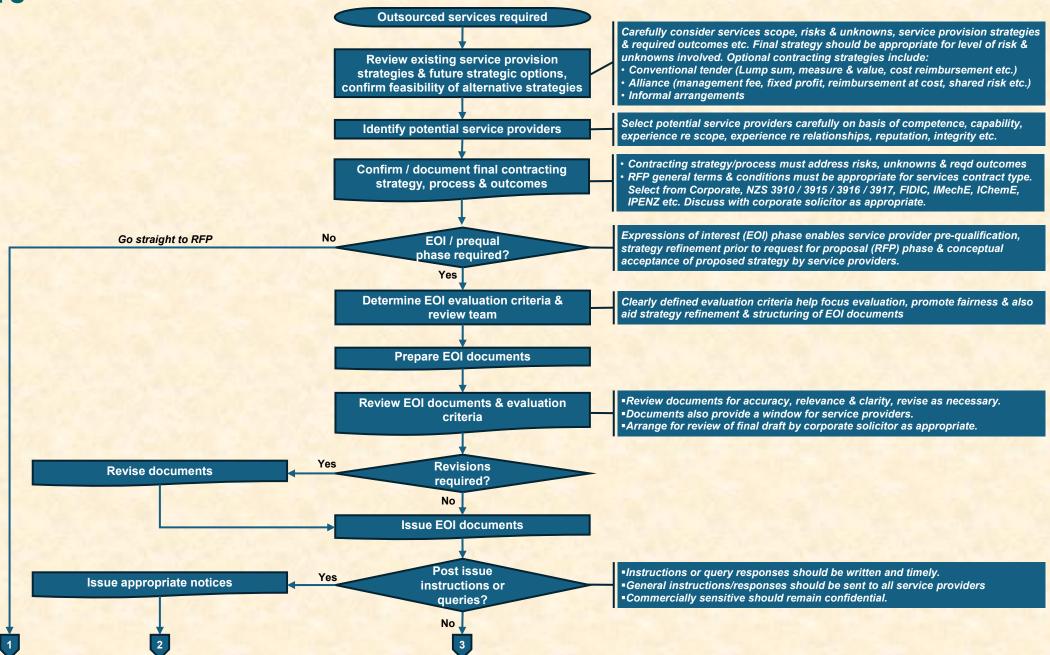
Slide 2: Some key hallmarks of successful outsourced service contracts

Slides 3-6: Continuous flow chart outlining all phases of development and establishment of outsourced service contracts



## Some key hallmarks of successful outsourced service contracts:

- Contracting strategy is clear, appropriate and understood by all
- Scope of services is clear, appropriately detailed and understood by all
- Specifications and delivery standards are clear, relevant, appropriate and understood by all
- Terms and conditions are appropriate and understood by all
- Risks are shared, clearly understood and minimised for each party
- Openness, honesty and trust are practiced consistently by all
- All parties are committed to win / win



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