

# **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**









