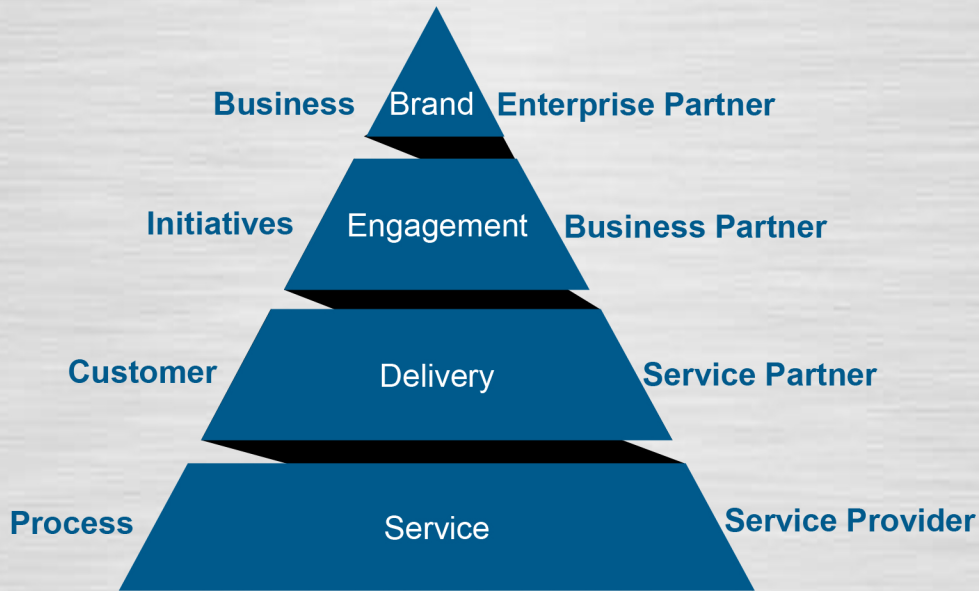


Partnership Excellence Framework

Apply levers for Moving up the Relationship Value Chain by utilizing current process, customer, projects and performance information



Level	Focus	Driver	Match with	Relationship	Outcome	Partnership Excellence Category
1	Process	SIPOC / SLA	Services	Followership	Service	Service Provider
2	Customer	COPIS / Output Metrics	Needs	Ownership	Delivery	Service Partner
3	Global Initiatives	IIPOO/ Outcome Metrics	Objective	Leadership	Engagement	Business Partner
4	Business	Value/ Business KPIs	Results	Partnership	Brand	Enterprise Partner