

<p style="text-align: center;">Insert Logo Here</p>	<p style="text-align: center;">Partnership Management Process Summary Example</p> <p>Process Owner: Issue Date: March 2, 2016</p>																																															
<p>PROCESS PURPOSE AND PRODUCTS</p> <p><i>Why is it important that this process exists?</i></p>	<ul style="list-style-type: none"> Ensure that agency partners are <u>aligned</u> with the LLC mission and <u>deliver</u> value-added services to Candidates and Members. 																																															
<p>CUSTOMERS AND REQUIREMENTS</p> <p><i>The names of the people who receive the products/services of the process and their requirements.</i></p>	<ul style="list-style-type: none"> Clients: holistic care menu to address barriers and connect to needed resources (no cost, flexible schedule). Various Staff (Volunteer Coordinator, Job Placement Leader, Care Director): services support and enhance the experience of the Clients to enable transformation and sustainable change. 																																															
<p>PROCESS STEPS</p> <p><i>Outline timing and involved people of key steps.</i></p>	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Key Steps</th> <th style="text-align: left;">Frequency/Timing</th> <th style="text-align: left;">Who</th> </tr> </thead> <tbody> <tr> <td colspan="3">Planning:</td> </tr> <tr> <td> <ul style="list-style-type: none"> Define service requirements (needs) and prioritize them (A, B, C). </td> <td>Every 3 months</td> <td></td> </tr> <tr> <td> <ul style="list-style-type: none"> Partner identification, assessment & selection. </td> <td>Every 3 months</td> <td></td> </tr> <tr> <td colspan="3">Startup & Development:</td> </tr> <tr> <td> <ul style="list-style-type: none"> Initial engagement. </td> <td></td> <td></td> </tr> <tr> <td> <ul style="list-style-type: none"> Ongoing cultivation. </td> <td></td> <td></td> </tr> <tr> <td> <ul style="list-style-type: none"> Partnership agreement documented and signed. </td> <td></td> <td></td> </tr> <tr> <td> <ul style="list-style-type: none"> Partnership letter sent. </td> <td></td> <td></td> </tr> <tr> <td> <ul style="list-style-type: none"> Move from startup to full “valued” partnership (with perks). </td> <td></td> <td></td> </tr> <tr> <td colspan="3">Delivery & Continuous Improvement:</td> </tr> <tr> <td> <ul style="list-style-type: none"> Monitor delivery vs. plan. </td> <td></td> <td></td> </tr> <tr> <td> <ul style="list-style-type: none"> Regular relationship meetings with a standard agenda and possibly a scorecard. </td> <td>Determined by type</td> <td>Relationship owner</td> </tr> <tr> <td> <ul style="list-style-type: none"> Awarding “progression” recognition. </td> <td></td> <td></td> </tr> <tr> <td> <ul style="list-style-type: none"> Recognition event </td> <td>Annual</td> <td></td> </tr> </tbody> </table>			Key Steps	Frequency/Timing	Who	Planning:			<ul style="list-style-type: none"> Define service requirements (needs) and prioritize them (A, B, C). 	Every 3 months		<ul style="list-style-type: none"> Partner identification, assessment & selection. 	Every 3 months		Startup & Development:			<ul style="list-style-type: none"> Initial engagement. 			<ul style="list-style-type: none"> Ongoing cultivation. 			<ul style="list-style-type: none"> Partnership agreement documented and signed. 			<ul style="list-style-type: none"> Partnership letter sent. 			<ul style="list-style-type: none"> Move from startup to full “valued” partnership (with perks). 			Delivery & Continuous Improvement:			<ul style="list-style-type: none"> Monitor delivery vs. plan. 			<ul style="list-style-type: none"> Regular relationship meetings with a standard agenda and possibly a scorecard. 	Determined by type	Relationship owner	<ul style="list-style-type: none"> Awarding “progression” recognition. 			<ul style="list-style-type: none"> Recognition event 	Annual	
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<p>TOOLS/TEMPLATES</p> <p><i>Tools used to execute the process.</i></p>	<ul style="list-style-type: none"> Partnership Masterplan. Partnership Agreement template (test with LSN). Partnership management principles. Partnership letter. Standard agenda and scorecard template. 																																															
<p>MEASURES</p> <p><i>What measures are used to know if the process is performing and that customer requirements are being met?</i></p>	<p>Outcome:</p> <ul style="list-style-type: none"> Client attrition (exit interview data) Member engagement (active after 1 year). <p>Process:</p> <ul style="list-style-type: none"> Scheduled classes are held with desired attendance. Partners feel valued. There is a two-way value proposition. Reciprocity exists. 																																															
<p>ASSESSMENT OF SYSTEM PERFORMANCE</p> <p><i>How is the process performing?</i></p>	<ul style="list-style-type: none"> Poor. It has been difficult to implement because staff turnover and attention to this process. 																																															
<p>IMPROVEMENT PLAN</p> <p><i>What is the plan to improve the effectiveness of the process?</i></p>	<ul style="list-style-type: none"> Expectation regarding attendance from 9-4 with a planned schedule. Need some terms to describe the relationship progression, for example: New Collaboration > Experienced Partner. Consider a partnership assessment tool (new and experienced). 																																															