Customer Supplier Consult / Service Process

Our consulting-support process in general

Relationship - Management and Business Services

Phase I Identification

- Warm up
- Identification of the specific problem
- Definition of challenge in quality and quantity
- Definition of expected results
- Mandate

Phase II Preselection

- Design the detailed roadmap incl. timeline
- Identification of potential companies
- Preselection workshops
- Fixing of selection criteria
- Feedback to the department
- Fixing the long list including description of possible problems
- Detailed offers
- Short List

Phase III Get Together

- Arranging high level appointments between head of department and board of short listed companies

  - preparation

  - briefing of partners

  - location

  - etc.

Phase IV Decision

- Assistance in defining decision criteria
- Assistance in finding the best company
- Letter of intend
- Detailed workout of contract on experts level
- Decision by department

Phase V Supporting

- Relationship Management in Ukraine
- Supporting the ongoing process of the projects
- Support in case of troubles between client and customer