

Getting the most from consultants and suppliers

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GE imagination at work

Poacher and Gamekeeper





Courting – getting to know your partner

Do

- Get to know a range of suppliers – conferences, contacts, internet
- Think carefully about what you need
- Assess technical and cultural fit
- Understand barriers to entry – rosters etc

Don't

- Get into bed with the first person you meet
- Be too closed minded about what you need
- Don't use someone just because you always have





Negotiating your pre nup – purchasing and terms of reference



Do

- Work with your purchasing team
- Help your supplier understand what you are trying to achieve and what you want them to do
- Set expectations
- If it's a competitive pitch, be fair
- Work out what your non-negotiables are e.g. who you want working on the project, timescales
- Watch out for hidden expenses – travel etc
- **Build relationships – help your client to buy you**



Don't

- Just focus on cost – look at the entire offering
- Expect a supplier to work for free
- Forget to sort out payment terms, reporting mechanisms, record keeping etc
- Say “now I have to convince my boss”



GE imagination at work



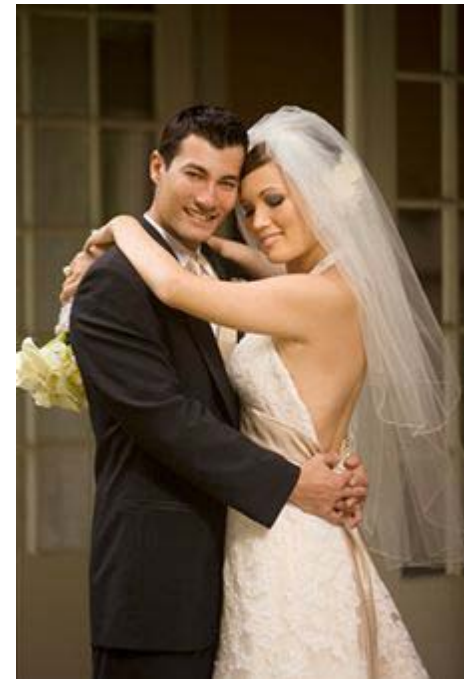
Beginning your married life – the project begins

Do

- Help your supplier get on board – make them part of the team - induction, structure, language, personalities etc
- Do the things only you can do – security passes, intranet access etc
- Agree a clear plan of action
- Remember the consultant is representing you
- Have regular meetings

Don't

- Say “here’s what I really want you to do”
- Abandon your consultant
- **Move onto the next sale**





When things go wrong

Do

- Be open about the problem
- Refer to your expectations
- Act early
- Focus on solving the problem

Don't

- Pass the buck
- Hope it will get better
- Point the finger





Saying goodbye – concluding the project

Do

- Ensure the deliverables have been delivered
- Have a formal wrap up
- Say thank you
- Give the supplier feedback

Don't

- Forget consultants have feelings too
- **Submit a surprising last invoice**





Staying friends

Do

- Let your supplier know what happened
- Provide a testimonial if asked and within policy
- Become part of the supplier's network
- Ask if they can recommend people for you to speak to

Don't

- Forget to sign off the last invoice
- Feel guilty about using other suppliers



Summary

- Expectations
- Communication
- Relationship