

Proactive Service Procurement Practices

A Research Project

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What?

- Industrial B2B services that for example
 - are connected to manufactured equipment or a production line
 - need complex value nets
- The research project starts with interviews and a kick-off survey to adjust the focus according to the particular needs of the participants

Why?

- Practical tools and methods for service procurement
- Making contracts and contracting more understandable and manageable
- The tools and methods are given to the participants to use and testing during the research
- New knowledge

The Research Areas

- The buyer and the seller: different points of view of the same process
- Collaboration between sales and procurement: alignment of contracts etc.
- The service relationship
- The contracting process: contract literacy and communication
- Productization and visualization applied to service procurement

The Benefits

- A step-by-step service procurement method
 - A visual tool and manual
- An improved contracting process
 - Contracts as tools
 - Contract visualization
- New knowledge
 - Best practices
 - Future challenges
- The service provider aspect
 - How customers select and evaluate services

The Benefits

- Workshops
- Training sessions
- The results of the kick-off survey
- Tools and methods
- Reports 2/year
- The final report
- Follow-up sessions

The Service Procurement Method

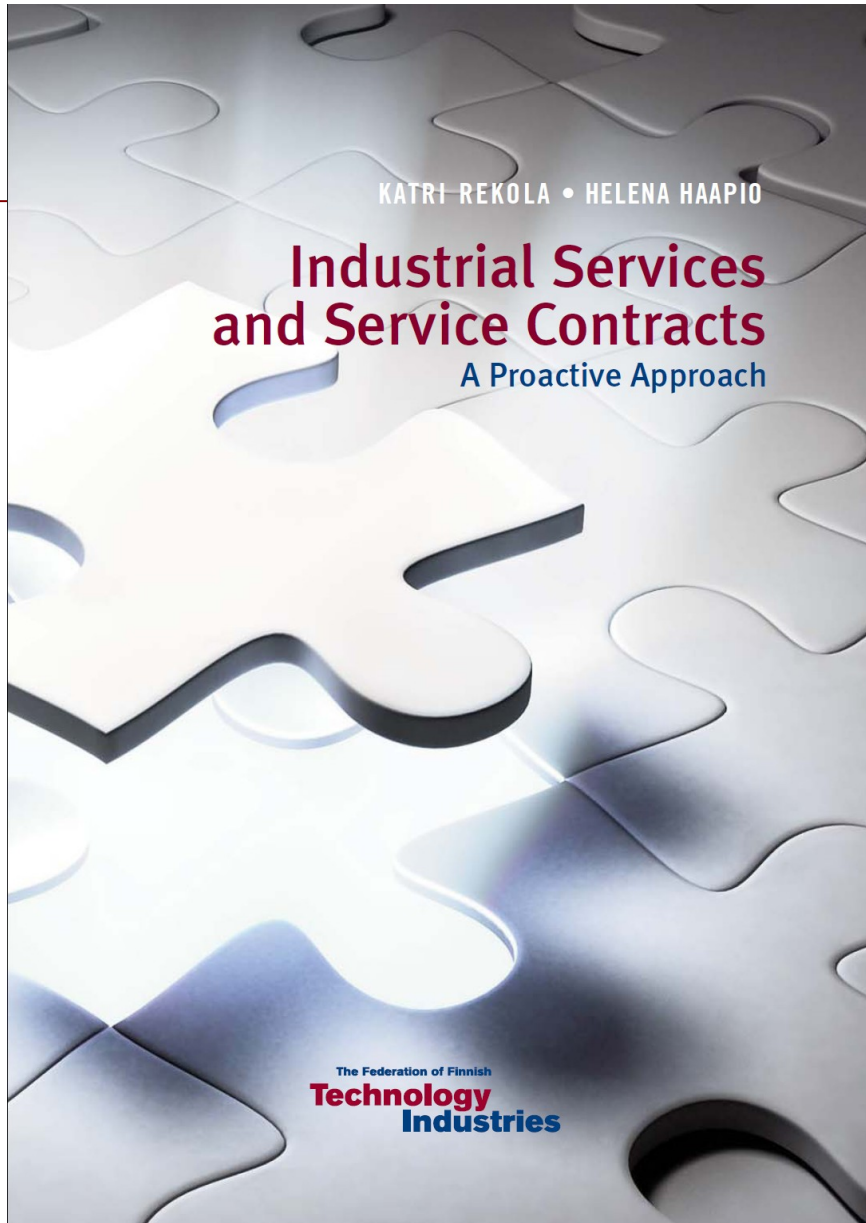
- Defining the requirements
- Evaluating the service providers, the selection process and criteria
- Contracting and contracts as tools: bidding, negotiations, the service relationship
- A visual flowchart tool and visual contracts
- Managing the service relationship

The Timetable

- Literature review 2009
- Interviews: final goals, survey 2010
- Workshops, interviews 2010
- Preliminary tools 2010
- Tool testing 2011
- Final tools and results 2011
- Training sessions 2011
- Follow-up sessions 2012

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Read more...

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Industrial Services and Service Contracts A Proactive Approach

The Federation of Finnish
Technology Industries,
Helsinki 2009

<http://www.teknologiainfo.net>