

Client roundtable brick wall

Reframes the Relationships	Client invites GHD to explore / debate / review their challenges and needs.	Client invites GHD to help define their business strategy and priorities.	Client uses our approach to educate competitors on how to interact with them.	Prior to formal requests for offer, the client frequently invites GHD to explore possible strategies and solutions, including alternative delivery models.	The client has implemented one or more of GHD's innovative solutions over the last 12 months.	The client has asked other providers to adopt methodologies and solutions developed by GHD.	The client has asked us to provide specialist advice on market, industry and regulations that impact on client's business (more than four times in the last year).	GHD partners with client through knowledge sharing to collaborate on current projects and deliver strategic solutions.	Client sees GHD network as their own and uses it to find better ways to achieve their outcomes.
Exceeds Expectations	CET can articulate the next three years of opportunities (including which projects the client will prioritise) CET maintains regular contact with the client's people inside and outside of current projects.	CET can articulate client's business priorities and metrics, business strategy, top three business objectives and top three business challenges CET uses that knowledge to have the right conversations with the client and to better understand and support them.	Job Managers and Relationship Manager conducts all interactions as agreed and provides three ideas in a 12 month period on how to improve interactions between GHD and the client.	GHD proposed at least one alternative solution that provided benefits exceeding those articulated in the brief or expected by the client. The client accepted GHD's proposal and acknowledged the alternative solution exceeded their initial expectations.	On current projects, GHD demonstrates a best-for-project approach to resourcing and delivery – including leveraging the GHD network for skills, knowledge and lessons learned.	GHD provides a higher quality solution* using an innovative method while staying within the client's budget and schedule. <small>* must be better than the one originally proposed, the additional value must be acknowledged by the client and GHD must have maintained / made more profit from the project as a result</small>	GHD has additional, non-public information on market impacts that drive opportunities for excellent service delivery and relationship management.	CET optimises client outcomes by leading collaboration and knowledge sharing that drives relationship management and service delivery.	GHD involves the client in leveraging our network to identify key people and develop better ways to exceed client outcomes.
Meets Expectations	Client Engagement Team (CET) can articulate client drivers / hot buttons / needs and relevant projects and opportunities for the next 12 months.	CET can articulate size of market, client's business model and client's major competitors and suppliers.	All Job Managers have spoken and agreed with the client about how to interact and communicate on their project. Relationship Manager has spoken with the relevant client representatives to agree how to communicate across the broader relationship.	Client feedback from the past 12 months says we deliver to expectations as articulated in the project brief and meet the schedule and financial parameters.	CET can name GHD people with relevant experience for client's current projects and opportunities.	Client feedback from the past 12 months says that we consistently meet the requirements of the project brief and industry standards.	CET can identify impacts for the next 12 months on the client from political, economic, social, technological, legal and environmental forces.	CET consistently maintains a dialogue with internal stakeholders (broader CET, service delivery teams) on relevant client matters.	CET regularly* allocates and spends time internally to discuss better ways to achieve client needs and deliver projects. <small>* could mean a percentage of time, every team meeting, etc.</small>
	Gain a deep understanding of the individual client's needs	Understand the business and context it operates in	Determine how the client would like to interact with GHD	Tailor responsive solutions to meet the client's specific needs, on-time and on-budget	Use the GHD network to deliver the best solution for the client	Deliver highest quality, sustainable solutions	Keep up to date with changes in the market, industries and regulations	Share knowledge, not just in your team or technical area, but across the global business	Don't just do what has been done before, ask – <i>"Is there a better way?"</i>
Understand Your Client				Excel at Delivery			Connect the Potential		