

Business Partnership Life Cycle Scorecard (BPLCS)

Guiding Points:

- Tick the desired response
- Response strength ratings are from 1-5 (1 = lowest, 5 = highest)
- Grading for assessed area within each stage is from A to D, and F

A = Blissful ('Yes' Overall Response Strength Rating: 45 - 50)

B = Cherished ('Yes' Overall Response Strength Rating: 35 - 45)

C = Tolerable ('Yes' Overall Response Strength Rating: 25 - 35)

D = Living on a prayer ('Yes' Overall Response Strength Rating: 15 - 25)

F = Brokenhearted ('Yes' Overall Response Strength Rating: 15 and below)

Summarized Scorecard

Stage No.	Stage Name	Assessed Area	Grade				
			A	B	C	D	F
1.	Partnership Formation	Commencement					
2.	Partnership in Motion	Communication					
		Commitment					
		Commercial					
		Coordination					
		Cooperation					
		Competition					
3.	Partnership Dissolution	Culmination					

Executive Summary

Assessed by: _____

Name

Designation

Signature

Date

Stage One (Partnership Formation)

1. Commencement

This refers to the start of the partnership with a binding agreement between the parties

Sr.	Assessment Criteria	Response		Response Strength Rating	
		Yes	No	Yes	No
1.	Is there an agreement in place between the parties that is legally defensible?				
2.	Is the nature of partnership clear from the agreement?				
3.	Are all areas of technical and non-technical collaboration addressed in the agreement?				
4.	Are the roles, responsibilities and authorities defined in the agreement for each party?				
5.	Is there a specific timeframe defined for the partnership?				
6.	Are there provisions for ending the partnership earlier than the agreed end date?				
7.	Are there provisions for arbitration/legal action in case any party breaks the agreement?				
8.	Is the agreement in accordance with applicable rules/regulations/laws/statutes?				
9.	Are there provisions for safeguarding the interest of the clients served by the partnership?				
10.	Are there provisions for revising the scope of the agreement in accordance with unforeseen changes as the partnership matures further?				
Overall Response Strength Rating					
Grade					

Stage Two (Partnership in Motion)

Note: This stage should be repeated at desired intervals during the course of the partnership to provide timely information. A cumulative grade can then be used as a guide to determine the:

- Robust corrective/preventive actions needed to sustain the Partnership
- Feasibility and effectiveness of Partnership continuance according to the defined agreement
- Strategy for countering/neutralizing the current/potential competitors
- Natural dissolution of Partnership according to the defined agreement
- Pre-mature termination of Partnership according to the defined agreement
- Legal measures needed to safeguard the business interests of each party according to the defined agreement
- Prospects for Partnership in future

2. Communication

This refers to all types of communication that takes place between the parties through multiple mediums

Sr.	Assessment Criteria	Response		Response Strength Rating	
		Yes	No	Yes	No
1.	Are there clear channels of communication established between the parties?				
2.	Is there timely communication between the parties?				
3.	Is there accurate communication between the parties?				
4.	Are there backup options in case of a breakdown in the primary mode of communication?				
5.	Is there a primary contact person defined on behalf of the parties involved?				
6.	Is there a secondary contact person defined on behalf of the parties involved?				
7.	Are there accessible and retrievable storage options available for maintaining records of communication?				
8.	Is the communication secured according to the sensitivity of the content?				
9.	Are there provisions for communicating on emergency basis?				
10.	Are there provisions for dealing with situations that involve lost communication?				
Overall Response Strength Rating					
Grade					

3. Commitment

This refers to the cohesiveness of both parties to stay on course with respect to the synergistic initiatives and is primarily intrinsic in nature

Sr.	Assessment Criteria	Response		Response Strength Rating	
		Yes	No	Yes	No
1.	Are clear expectations, defined in the binding agreement, pertaining to the type of commitment required between the parties, being upheld?				
2.	Are provisions, defined in the binding agreement, to ensure that an optimum balance is achieved in terms of required commitment from each party and neither is burdened unnecessarily, being upheld?				
3.	Is mechanism, defined in the binding agreement, for gauging the commitment of both parties to the synergistic initiatives at defined intervals, being upheld?				
4.	Are timely corrective/preventive actions being taken to ensure high levels of commitment between the parties on synergistic initiatives?				
5.	Are effective corrective/preventive actions being taken to ensure high levels of commitment between the parties on synergistic initiatives?				
6.	Are provisions, defined in the binding agreement, to address failures in commitment from either party, being upheld?				
7.	Are disciplinary policies and procedures, available in writing as part of the binding agreement, and mutually agreed between the parties to ensure lack of commitment on either side is addressed effectively and efficiently, being upheld?				
8.	Is the nature and amount of loss to be borne by each party in case of failure in commitment to achieve mutually defined goals, as defined in the binding agreement, clearly understood?				
9.	Are provisions, defined in the binding agreement, for replacing/sidelining uncommitted personnel in each party who are proven to be unhealthy to the partnership, being upheld?				
10.	Are provisions, defined in the binding agreement, for recognizing the outstanding commitment of key personnel in both parties, being upheld?				
Overall Response Strength Rating					
Grade					

4. Commercial

This refers to fulfillment of the specific business expectations agreed between the parties in the binding agreement

Sr.	Assessment Criteria	Response		Response Strength Rating	
		Yes	No	Yes	No
1.	Are business terms, defined in the binding agreement, being upheld on a regular basis?				
2.	Are specific performance goals and targets, defined in the binding agreement and/or complementary document, e.g., SLA, being met according to expectations?				
3.	Are reviews of the agreed business terms being conducted at defined intervals between the designated representatives of the parties?				
4.	Are timely corrective/preventive actions being taken to ensure minimum disruption to synergistic initiatives?				
5.	Are effective corrective/preventive actions being taken to achieve mutually agreed performance goals and targets?				
6.	Are the conditions of all applicable rules/regulations/laws/statutes being met?				
7.	Are timely measures being taken to address any complaints/feedback from the customers/clients of the synergistic initiatives?				
8.	Are effective measures being taken to address any complaints/feedback from the customers/clients of the synergistic initiatives?				
9.	Are talent management practices sufficiently mature within the partner organizations to ensure the effective utilization of a motivated workforce for achieving success?				
10.	Is refinement/innovation in products/services being driven progressively according to the evolving needs of the synergistic initiatives?				
Overall Response Strength Rating					
Grade					

5. Coordination

This refers to all the coordination activities between the parties and is primarily procedural in nature

Sr.	Assessment Criteria	Response		Response Strength Rating	
		Yes	No	Yes	No
1.	Are there discussions before action on joint initiatives is taken?				
2.	Is there a plan that is devised for clear direction for each party during a joint initiative?				
3.	Is there timely flow of information during the various stages of a joint initiative?				
4.	Are timely corrective/preventive actions being taken to ensure minimum disturbance?				
5.	Are effective corrective/preventive actions being taken to achieve desired goals?				
6.	Have the designated personnel and their backups from both parties been identified for coordination purposes?				
7.	Are clear lines of responsibility and authority, defined in the binding agreement, established between the parties to ensure effective coordination, being upheld?				
8.	Are provisions, defined in the binding agreement, for coordinating on emergency basis, e.g., on holidays, being upheld?				
9.	Is the mechanism, defined in the binding agreement, for timely review of coordination activities at defined intervals, being upheld?				
10.	Is a jointly accessible knowledge bank, defined in the binding agreement, established for current and future referencing, being managed efficiently and effectively?				
Overall Response Strength Rating					
Grade					

6. Cooperation

This refers to all the cross-functional cooperation between the parties and is primarily extrinsic in nature

Sr.	Assessment Criteria	Response		Response Strength Rating	
		Yes	No	Yes	No
1.	Are clear expectations, defined in the binding agreement, pertaining to the type of cooperation required between the parties, being upheld?				
2.	Is there timely cross-functional cooperation between the parties?				
3.	Is there effective cross-functional cooperation between the parties?				
4.	Are mechanisms, defined in the binding agreement, to resolve failures in cooperation, being upheld?				
5.	Are timely corrective/preventive actions being taken to resolve issues related to cooperation?				
6.	Are effective corrective/preventive actions being taken to resolve issues related to cooperation?				
7.	Are disciplinary policies and procedures, available in writing as part of the binding agreement, and mutually agreed between the parties to ensure noncooperation on either side is addressed effectively and efficiently, being upheld?				
8.	Is the nature and amount of loss to be borne by each party in case of failure in cooperation to achieve mutually defined goals, as defined in the binding agreement, clearly understood?				
9.	Are provisions, defined in the binding agreement, for replacing/sidelining uncooperative personnel in each party who are proven to be unhealthy to the partnership, being upheld?				
10.	Are provisions, defined in the binding agreement, for recognizing the outstanding cooperation of key personnel in both parties being upheld?				
Overall Response Strength Rating					
Grade					

7. Competition

This refers to all aspects of maintaining a competitive edge over existing and potential competition

Sr.	Assessment Criteria	Response		Response Strength Rating	
		Yes	No	Yes	No
1.	Is existing competition in the market clearly understood between the parties?				
2.	Is potential competition in the market clearly understood between the parties?				
3.	Is data consistently being gathered by the parties to extract information on the existing competition in the market?				
4.	Is data consistently being gathered by the parties to extract information on the potential competition in the market?				
5.	Are there timely reviews to ensure the effectiveness of measures taken to maintain a competitive edge in synergistic initiatives over the competition?				
6.	Is there a clear understanding of the nature and amount of loss to be borne by each party, as defined in the binding agreement, in case of failure to maintain a competitive edge?				
7.	Are provisions, defined in the binding agreement, for replacing/sidelining personnel in each party who are proven to be detrimental to the competitive stature of the joint initiatives taken by the parties?				
8.	Are there timely corrective/preventive actions taken to ensure a competitive edge with respect to the synergistic initiatives?				
9.	Are there effective corrective/preventive actions taken to ensure a competitive edge with respect to the synergistic initiatives?				
10.	Are provisions, defined in the binding agreement, to properly safeguarding confidential information regarding the current and potential competition, being upheld?				
Overall Response Strength Rating					
Grade					

Stage Three (Partnership Dissolution)

8. Culmination

This refers to all aspects of ensuring an amicable conclusion to the partnership with a provision for future collaboration

Sr.	Assessment Criteria	Response		Response Strength Rating	
		Yes	No	Yes	No
1.	Were the desired goals and objectives fulfilled during the course of the partnership in accordance with the binding agreement?				
2.	Were there any applicable rules/regulations/laws/statutes violated during the course of the partnership?				
3.	Was there any lack of cooperation from any of the representatives of the parties that endangered the partnership?				
4.	Was there any lack of commitment from any of the representatives of the parties that endangered the partnership?				
5.	Was there any lack of coordination from any of the representatives of the parties that endangered the partnership?				
6.	Were there any instances of falling behind the competition in terms of the joint initiatives?				
7.	Were there any episodes of indiscipline from any of the parties that endangered the partnership?				
8.	Were timely corrective/preventive actions taken to alleviate/avoid the aspects that could endanger the synergistic initiatives?				
9.	Were effective corrective/preventive actions taken to alleviate/avoid the aspects that could endanger the synergistic initiatives?				
10.	Is there desire and scope for forming future partnership between the parties?				
Overall Response Strength Rating					
Grade					