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Collaborative business relationship management systems — Requirements and framework

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National foreword

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Collaborative business relationship management systems — Requirements and framework

*Systèmes de management collaboratif d'une relation d'affaire —
Exigences et cadre de travail*



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Contents

Page

| | |
|--|------------|
| Foreword | vi |
| Introduction | vii |
| 1 Scope | 1 |
| 2 Normative references | 1 |
| 3 Terms and definitions | 1 |
| 4 Context of the organization | 5 |
| 4.1 Understanding the organization and its context | 5 |
| 4.2 Understanding the needs and expectations of stakeholders | 5 |
| 4.3 Determining the scope of the collaborative business relationship management system | 5 |
| 4.4 Collaborative business relationship management system | 6 |
| 4.5 Creation of value | 6 |
| 5 Leadership | 6 |
| 5.1 Leadership and commitment | 6 |
| 5.2 Policy | 7 |
| 5.3 Organization roles, responsibilities and authorities | 7 |
| 5.3.1 Top management | 7 |
| 5.3.2 Establishment of an organizational governance structure | 7 |
| 5.3.3 Senior executive responsible | 8 |
| 6 Planning | 8 |
| 6.1 Actions to address risks and opportunities | 8 |
| 6.2 Collaborative business relationship objectives and planning to achieve them | 8 |
| 6.3 Identification and prioritization of collaborative business relationships | 9 |
| 6.3.1 General | 9 |
| 6.3.2 Identification of opportunities for collaboration | 9 |
| 7 Support | 10 |
| 7.1 Resources | 10 |
| 7.2 Competence and behaviour | 10 |
| 7.3 Awareness | 10 |
| 7.4 Communication | 10 |
| 7.5 Documented information | 11 |
| 7.5.1 General | 11 |
| 7.5.2 Creating and updating | 11 |
| 7.5.3 Control of documented information | 11 |
| 7.5.4 Record of collaborative competencies | 11 |
| 7.5.5 Corporate RMP | 12 |
| 8 Operation | 12 |
| 8.1 Operational planning and control | 12 |
| 8.2 Operational awareness (Stage 1) | 12 |
| 8.2.1 General | 12 |
| 8.2.2 Duties of SER | 13 |
| 8.2.3 Application and validation of operational governance structure | 13 |
| 8.2.4 Identification of operational objectives and value | 13 |
| 8.2.5 Establishment of value analysis process | 14 |
| 8.2.6 Identification and prioritization of collaborative business relationships | 14 |
| 8.2.7 Development of competencies and behaviour | 14 |
| 8.2.8 Initial risk assessment | 14 |
| 8.2.9 Establishment of the RMP | 14 |
| 8.3 Knowledge (Stage 2) | 15 |
| 8.3.1 General | 15 |
| 8.3.2 Strategy and business case | 15 |
| 8.3.3 Identification of key individuals' competence and behaviour | 17 |

| | | |
|--------|---|----|
| 8.3.4 | Knowledge management..... | 17 |
| 8.3.5 | Supply chain and extended enterprise risks and opportunities..... | 17 |
| 8.3.6 | Implementation of risk management process..... | 17 |
| 8.3.7 | Evaluation of the business case..... | 18 |
| 8.3.8 | Incorporation of knowledge into the RMP..... | 18 |
| 8.4 | Internal assessment (Stage 3)..... | 19 |
| 8.4.1 | General..... | 19 |
| 8.4.2 | Capability and environment for collaboration..... | 19 |
| 8.4.3 | Assessment of strengths and weaknesses..... | 19 |
| 8.4.4 | Assessment of collaborative profile..... | 20 |
| 8.4.5 | Appointment of collaborative leadership..... | 20 |
| 8.4.6 | Definition of partner selection criteria..... | 20 |
| 8.4.7 | Implementation of the RMP..... | 20 |
| 8.5 | Partner selection (Stage 4)..... | 21 |
| 8.5.1 | General..... | 21 |
| 8.5.2 | Nomination of potential collaborative partners..... | 21 |
| 8.5.3 | Partner evaluation and selection..... | 21 |
| 8.5.4 | Development of engagement and negotiation strategy for collaboration..... | 22 |
| 8.5.5 | Initial engagement with potential partners..... | 22 |
| 8.5.6 | Assessment of joint objectives..... | 22 |
| 8.5.7 | Assessment of joint exit strategy..... | 22 |
| 8.5.8 | Selection of preferred partners..... | 22 |
| 8.5.9 | Initiation of joint RMP..... | 22 |
| 8.6 | Working together (Stage 5)..... | 22 |
| 8.6.1 | General..... | 22 |
| 8.6.2 | Establishment of the joint governance structure..... | 23 |
| 8.6.3 | Joint knowledge management process..... | 25 |
| 8.6.4 | Establish joint risk management process..... | 25 |
| 8.6.5 | Operational process and systems review..... | 26 |
| 8.6.6 | Measurement of delivery and performance..... | 26 |
| 8.6.7 | Improvement of organizational collaborative competence..... | 26 |
| 8.6.8 | Establishment of a joint issue resolution process..... | 26 |
| 8.6.9 | Establishment of a joint exit strategy..... | 27 |
| 8.6.10 | Agreements or contracting arrangements..... | 27 |
| 8.6.11 | Establishment and Implementation of the joint RMP..... | 28 |
| 8.7 | Value creation (Stage 6)..... | 28 |
| 8.7.1 | General..... | 28 |
| 8.7.2 | Establishment of the value creation process..... | 29 |
| 8.7.3 | Identification of improvement and setting of targets..... | 29 |
| 8.7.4 | Use of learning from experience..... | 29 |
| 8.7.5 | Updating of the joint RMP..... | 29 |
| 8.8 | Staying together (Stage 7)..... | 29 |
| 8.8.1 | General..... | 29 |
| 8.8.2 | Oversight by the SERs..... | 30 |
| 8.8.3 | Management of the joint relationship..... | 30 |
| 8.8.4 | Implementation of monitoring of behaviour and trust indicators..... | 31 |
| 8.8.5 | Continual value creation..... | 31 |
| 8.8.6 | Delivery of joint objectives..... | 31 |
| 8.8.7 | Analysis of results..... | 31 |
| 8.8.8 | Issue resolution..... | 31 |
| 8.8.9 | Maintenance of the joint exit strategy..... | 32 |
| 8.8.10 | Maintenance of the joint RMP..... | 32 |
| 8.9 | Exit strategy activation (Stage 8)..... | 32 |
| 8.9.1 | General..... | 32 |
| 8.9.2 | Initiation of disengagement..... | 33 |
| 8.9.3 | Business continuity..... | 33 |
| 8.9.4 | Evaluation of the relationship..... | 33 |
| 8.9.5 | Future opportunities..... | 33 |

| | | |
|-----------|--|-----------|
| 8.9.6 | Review and updating of the RMPs..... | 33 |
| 9 | Performance evaluation | 33 |
| 9.1 | Monitoring, measurement, analysis and evaluation..... | 33 |
| 9.1.1 | General..... | 33 |
| 9.1.2 | Exit evaluation..... | 34 |
| 9.2 | Internal audit..... | 34 |
| 9.3 | Management review..... | 34 |
| 10 | Improvement..... | 35 |
| 10.1 | Nonconformity and corrective action | 35 |
| 10.2 | Continual improvement..... | 35 |
| | Annex A (informative) Assessment checklist..... | 36 |
| | Annex B (informative) Relationship management plan..... | 40 |
| | Annex C (informative) Competencies and collaborative behaviour..... | 43 |
| | Annex D (informative) Relationship maturity matrix..... | 45 |
| | Annex E (informative) Exit strategy..... | 48 |
| | Annex F (informative) Description of business relationship types..... | 50 |
| | Annex G (informative) Application guidance..... | 52 |
| | Bibliography..... | 60 |

Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular the different approval criteria needed for the different types of ISO documents should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see www.iso.org/directives).

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This document was prepared by Project Committee ISO/PC 286, *Collaborative business relationship management – Framework*.

Introduction

The aim of this document is to establish the requirements of a strategic lifecycle framework to improve collaborative business relationships in and between organizations of all sizes. Collaborative business relationships in the context of this document can be multidimensional (see [Figure 1](#)). They can be one-to-one relationships or networked relationships involving multiple parties.

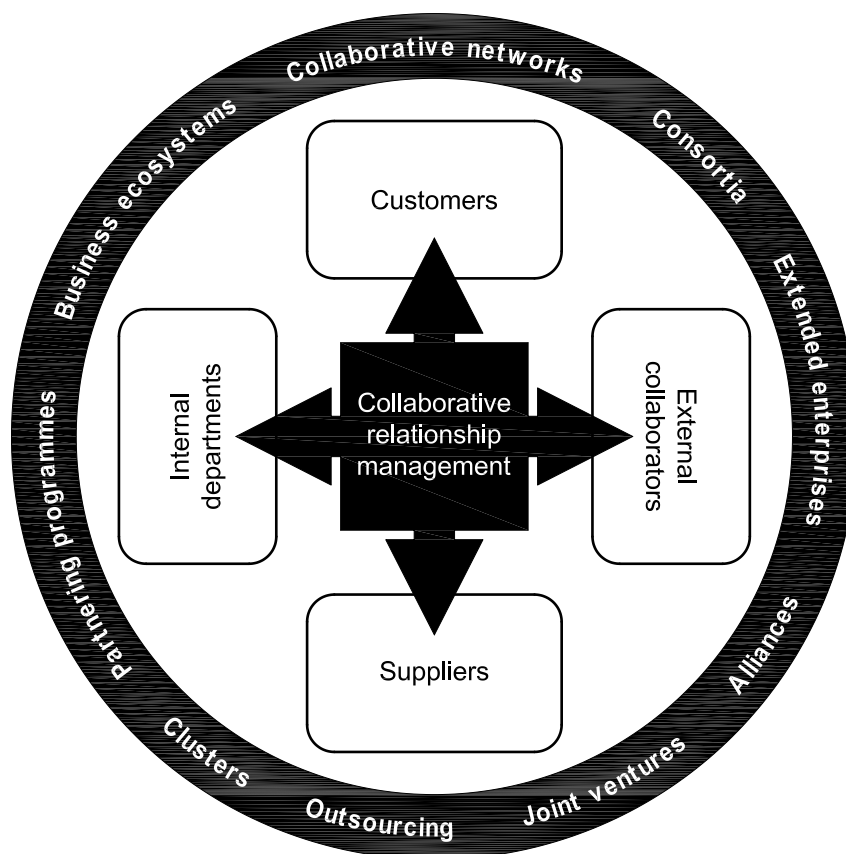


Figure 1 — Multidimensional relationships

While this document principally addresses the management system of an organization, it also recognizes that effective collaboration requires two or more organizations to engage together and that management systems need to accommodate the joint activities of the parties.

In addition to addressing the overall requirements to establish a management system, this document addresses operational process requirements for specific or individual organizational relationship engagement (see [Clause 8](#)). This document also contains a number of informative annexes to assist the user. [Annex A](#) provides a checklist to assist organizations to implement and meet the requirements of this document.

[Figure 2](#) illustrates the relationship between clauses of this document and the organization's systems and processes.

The framework addresses a number of themes that cascade from the high level management system and will vary within the context and maturity of a specific relationships lifecycle. These evolving themes impact the behaviour and organizational culture of collaborating organizations to ensure they are effective, optimized and deliver enhanced benefit to the stakeholders through collaborative approaches.