

Customer Needs - Outsourcing

Customer Needs

- *Access to capacity & capability*
- *Cost structure improvement*
- *Focus on core competencies*
- *Risk mitigation*

Partnering Expectations

- *Strong customer service*
 - > Proactive communication with client
 - > Ease of access to client information
- *Consistent operational excellence*
 - > On time delivery
 - > Reliability
- *Strong experience & expertise*
 - > Technically oriented, responsive
 - > Regulatory, Quality, Technical/Mfg expertise

Key Success Factors

- *Responsiveness*
- *Aligned expectations*
- *Performance scorecards*
- *Right people, right time*

Client trust is built by consistently meeting customer needs and expectations through measurement of performance