

Practically Partners – Client Partnership Charter

WE ARE PRACTICALLY PARTNERS – we work with you, both virtually and practically, as people on your side, focused on the same objectives.

OUR MISSION – is to assist you to transform your passion into prosperity.

WE DON'T WORK IN-BUSINESS – we don't interfere with our client's unique creativity, technical skills and passion, working in their projects - working IN the Business.

WE DO WORK ON-BUSINESS - to assist you to step-up to YOUR NEXT LEVEL by simplifying and improving how you manage your business, so you become more successful and resilient, through rigour and measurable improvement of the ON-Business functions which include:

1. Business Strategy, Planning, Management, Leadership and Culture.
2. Quality Management System
3. Financial Management
4. Marketing Management
5. Resources Management
6. Sales Management
7. PMO Management

WE WILL DELIVER FREEDOM THROUGH STRUCTURE – transforming Demand Management into Exception Management through the 3 stages of YOUR NEXT LEVEL Program

1. **WE WILL DEFINE YOUR POSITION** – your business's position now, what you want it to be in the future, and determine your financial capacity to get there.
2. **WE WILL SIMPLIFY YOUR ON-BUSINESS FUNCTIONS**– create the tools and techniques to simplify your ON-Business functions.
3. **WE WILL IMPROVE YOUR ON-BUSINESS FUNCTIONS** – using the GAPPSystem to make measurable improvements, based on the disciplines of Governance, Assurance, Performance and Prosperity.

WE WILL SEEK SUCCESS – NOT PERFECTION - we are Pareto Pragmatists that focus on the 20% of effort that will deliver 80% of improvements and benefits across all ON-business functions.

WE RECOGNISE THAT TRUST IS – the hardest thing to earn and the easiest thing to lose.

WE WILL HONOUR YOUR TRUST IN US - with our Character + Competence by

- Trust in maintaining our INTENT.
- Trust in acting with INTEGRITY.
- Trust in adding value with our CAPABILITIES.
- Trust in delivering RESULTS through measurable improvement.

WE WILL ACT CONSISTENT WITH OUR VALUES

T R U S T							
CHARACTER				COMPETENCE			
INTENT		INTEGRITY		CAPABILITIES		RESULTS	
Empathy	Caring	Respect	Honesty	Leadership	Listening	Performance	Add Value
Professional	Openess	Fairness	Objective	Knowledge	Experience	Pragmatic	Solutions
Collaboration	Passionate	Probity	Authentic	Rigour	Wisdom	Simplify	Improvement

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WE WILL TREAT EACH OTHER WITH RESPECT.

WE WILL BE AS CLEAR AS CAN BE and honour what we said we would do and expect that you will do the same.

WE ARE INTENTIONAL AND SPECIFIC ABOUT OUR WORK.

WE SPRINT AT THE START OF EACH TASK to avoid the panic and risks of having to do it at the end.

WE DON'T MAKE COMPROMISES simply because bad planning means we're running out of time.

WE MUST PROVIDE A VALUE-ADDED SERVICE and if you feel we are not doing so, you may leave the Program without penalty.

WE WORK VIRTUALLY so all workshops are via video conferencing on ZOOM which allows for file sharing.

SESSIONS ARE PAID IN ADVANCE prior to the workshop. Any additional and agreed 'Off-Site works' undertaken by us, on your behalf, will be at hourly rates, itemised and invoiced in arrears.

SESSION DATES AND TIMES will be agreed and schedules in advance. Changes may only be requested up to 48 hours prior to the Session. Less than 48 hours notice will incur a \$255 + GST re-scheduling fee.

WE DON'T use ampersands instead of 'and' - unless it's a proper noun.

WE BELIEVE IN GOOD HUMOUR AND FUN.