



Abstract Title	One Team, One Voice – Reimagine your Vendor Relationships
Presentation Type	Oral Presentation
Full Name	Susan Abishara
Job Title	General Manager of Direct Delivery
Organisation	Austnet Services

Introduction

- Outsourcing is an integral part of any large scale strategic execution
- How are vendors treated in your organization?
- Are you sabotaging your delivery success by blaming bad decisions on your partners?
- This is a story of my journey of delivery success leveraging one team, one voice
- Its time that we extend our culture, values and employee protection to vendors too

Abstract

Outsourcing is an integral part of any large-scale strategic execution and team. It is quite common at ASX level organisations for a 50:50 outsourcing:employee team model to exist. We have come a long way from the barbaric working conditions of the industrial age and have put a lot of energy and focus into culture, values, benefits, employee protection, however these privileges typically extend to internal employees only - a subgroup of our workforce. The outsourced portion of most teams does not seem to get the same treatment. The treatment of vendor employees is noticeably less respectful with a quick to blame approach as an easy response to any problem. Susan will highlight these issues and the negative impact it has on any project, program, or strategy execution. Treating our vendor partners as part of one team with equal voice and greater inclusion has significant business benefits from a performance and delivery uplift perspective.

Speaker Profile(s)

Susan specialises in strategic delivery and performance, transforming how large organisations deliver outcomes today. Having 30years experience across a multiple of companies and industries such as Citibank, Credit Suisse, SEEK, Auspost, Suncorp, ANZ, Westpac NZ, HTC, Susan leverages evidence based delivery methodologies to deliver at pace whilst uplifting efficiency gains and championing ROI to build high performance teams that win together

Acknowledgements

Reference links

→ <https://www.linkedin.com/in/karen-gately-peopleleadershipexpert/>

