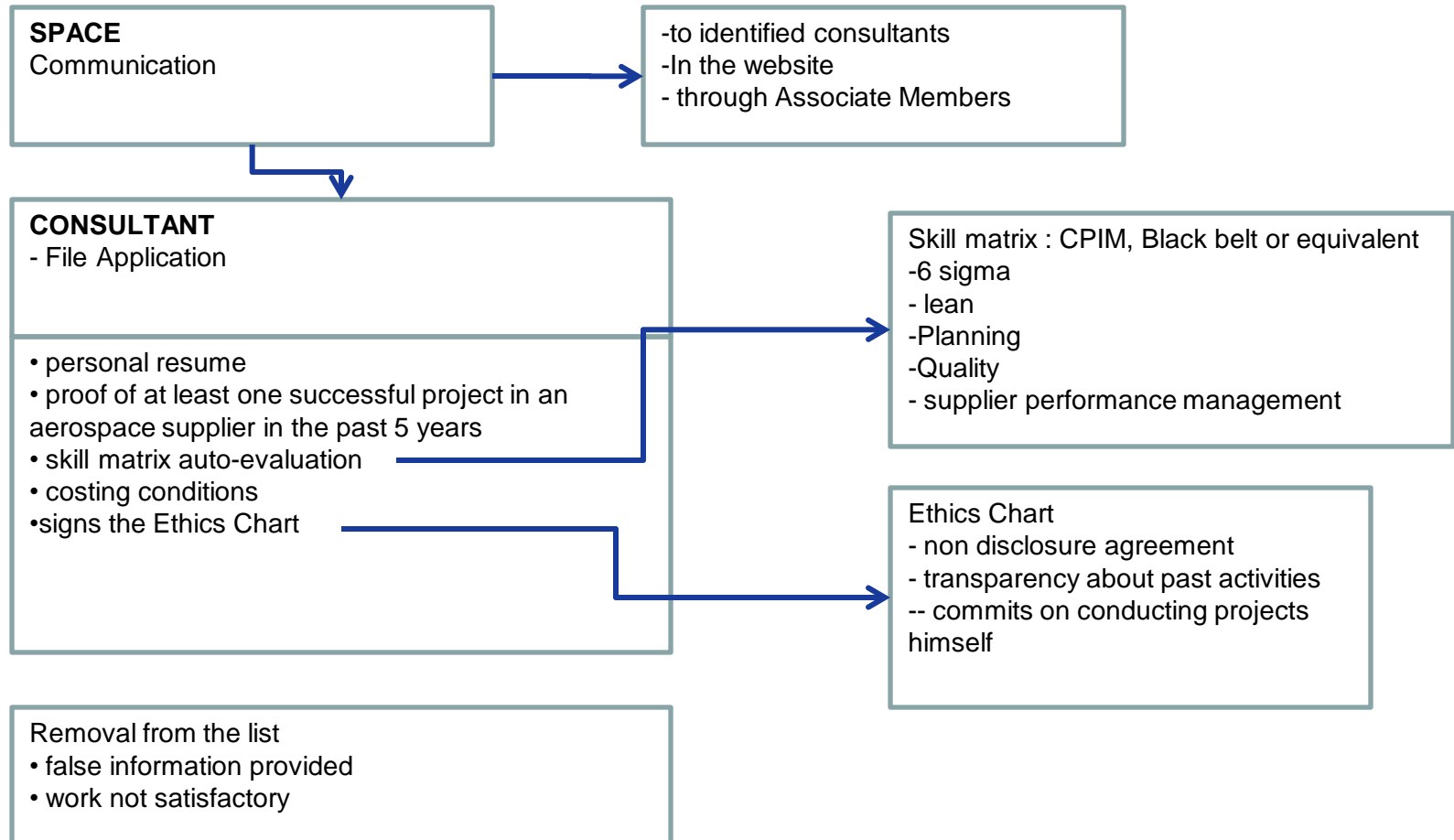


Referral



Referral

Delivrables

SPACE :

- If a consultant is not qualified, a documented and argued letter is provided

SPACE :

- criteria of qualification on the website
- List of qualified consultants available on website
- recommendations on contracting

- Mission evaluation forms available on website (after validation by SPACE operating Manager)

Pull project

Project at Supplier initiative

SPACE :

- Realizes the diagnostic
- suggests an action plan
- estimates support (nb of days and range of cost)
- participates in steering committees

SUPPLIER

- selects the consultant
- Manages the project

Benefit :

- The project is qualified and supported by SPACE
- The Executive Members are aware of the ongoing improvement project

Pull Process

Delivrables

SUPPLIER

- Monthly reporting to executive members, through SPACE
- SPACE invited in one steering committee at least once every 6 months
- commitment on reporting if issue encountered with consultant
- mission evaluation form

SPACE :

- Mission evaluation forms available on website (after validation by SPACE operating Manager)