

Engage stakeholder to jointly establish Key Result Areas for both the relationships and the project.

- Joint project Performance Indicators established around Efficiency & Innovation; Partnering Culture; Implementing Ship's Staff Aspirations (Illustrious refit); Risk and Benchmarking performance.
- Illustrious refit engaged ship's crew in the project.

Display results and use measurements to align project and relationships to KRAs.

- 'Traffic light dashboard' to show current status and trends used to highlight areas of progress and concern.
- External comparisons and benchmarks - Illustrious used norms from a limited number of comparable collaborative relationships.

Use Best Practice Model to identify limited number of high profile widely understood KPIs.

- Ensure that these include both relationship and Project deliverables.
- Crew aspirations one of 7 KPIs for Illustrious.
- Number of disagreements that required Leadership intervention.

Regular measurements using a variety of techniques and sources to provide triangulation.

- 360° Feedback, 3rd Party reviews, Structured interviews and Climate surveys.
- Relationship measurements are incorporated as an integral part of project schedule.
- Review relationships and at all levels within the project.