



# RELOCATION SCORCARD

## HOW TO EVALUATE A HIGH-VALUE PARTNERSHIP

Many organizations evaluate Relocation Management Companies (RMCs) with an RFP Scorecard. Traditionally, these scorecards evaluate the baseline capabilities of the RMC to deliver and manage services, including having experienced people, global capabilities, and the technology to support service delivery.

**It can be difficult, however, to evaluate whether the RMC has the assets and capabilities to develop an exceptionally high-value business relationship.**

Using a “High-Value Partnership Scorecard” can help you identify extraordinarily well-managed RMCs, leading to the selection of a provider that possesses the capacity and vision to provide increasing levels of value to your company year over year.



## STRATEGIC FOUNDATION

Most relocation providers will commit the time and resources to understand your mobility program, policies, and preferred forms of employee service delivery. Ideally, you will have shared your overall goals with suppliers during the evaluation phase. To identify a partner that will generate maximum possible value, ask these questions during the RFP process to gain more insight into the RMC's strategic acumen:

- How will you gain an ongoing understanding of our business objectives, talent deployment practices, and relevant strategies?
- How do you plan to address our talent mobility objectives?
- How do your capabilities align with the needs we expressed in our RFP?
- How do you plan on taking the initiative to address our corporate goals and challenges – especially as they change over time?



## SUSTAINABLE PERFORMANCE

After building a foundation, a relocation partner must adapt to changing objectives and be forward thinking. To find out more, consider asking these questions:

- How do you plan to proactively deliver tailored services, provide expert advice, and creatively formulate innovative solutions?
- How do you plan on supporting our organization, both within and beyond the borders of service delivery for relocating employees?
- How do you hold yourself accountable as a strategic partner for the achievement of our goals, whatever they may be, and however they may evolve?
- How do you go above and beyond to achieve our goals?



## BENEFITS TO YOUR ORGANIZATION

Strategic partnership status, as defined by your organization, opens the door for the RMC to contribute toward your company's initiatives, which can ultimately provide benefits to your company in a number of key areas, including:

- Ongoing strategic recommendations that address your changing business requirements
- Service innovations that result from continually scanning for opportunities to go above and beyond
- Technology enhancements that support your company's global business needs
- Early identification of emerging market trends that can impact best practices for your organization
- Ability to track key metrics that drive performance and push for continuous improvement



## CONCLUSION

A strategic partnership is the highest level of supplier/client relationship. It must be earned over time with trust and a collaborative approach to generate the maximum potential return. To realize the greatest value, choose your partner wisely. Also, always look for ways to forge a strong partnership with your RMC, spurring them to be more responsive, to continually innovate, and to take the initiative to test tradition and think creatively.

# SCORECARD FOR HIGH-VALUE PARTNERSHIP

This High-Value Scorecard is the best way to determine if your potential RMC is a strategic partner and not just a transactional supplier. This scorecard identifies key areas, over and above basic capabilities, where a high-performing partner can have a direct impact on achievement of your talent deployment goals. All of these elements can be demonstrated. Ask your RFP participants to provide examples of each of these in action.

Consider each of the scorecard elements, rank them in importance (1 = Poor, 2 = Average, 3 = Exceptional), and add up the total points for each vendor's score. Use the scorecard for evaluation and discussion with your internal team.

ELEMENT	DESCRIPTION	SCORE (1-3)
Loyal Workforce	RMC has a tenured and enthusiastic team.	
Resource Investment	RMC demonstrates a willingness to invest the time and resources to develop and sustain a successful partnership.	
Financially Pristine	RMC has provided audited financial statements that show little or no debt, which indicates the ability to plan long-term and invest in client relationships.	
Positive References	RMC's client references attest to energetic and innovative relationships.	
Continuous Improvement	RMC views continuous improvement as an essential business principle.	
Creative Attitude	RMC has a predisposed mindset and culture toward finding creative solutions.	
Innovative Reputation	RMC has a reputation for bringing innovation to the marketplace.	
Proven Model	RMC operates a proven model for planning and long-term decision-making.	
<b>TOTAL POINTS</b>	<b>Lowest possible score = 8 / Highest Possible score = 24</b>	

## ABOUT NUCOMPASS

As a full-service relocation management company, NuCompass offers a complete range of talent mobility services worldwide, as well as policy and mobility strategy development. With its award-winning CoPilot® platform, NuCompass delivers services from its locations in California, Texas, and Connecticut.

For more information, contact us at **+1.925.734.3434** or **NuCompass.com**.