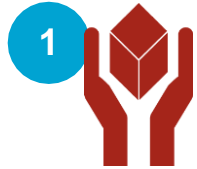


10 Pitfalls



1
Lack of clarity
on scope and
goals.

Result: Cause of
claims/disputes



3
Failure to
engage
stakeholders.

Result: Misaligned
interests and future
opposition



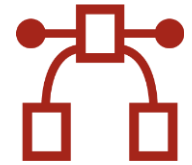
5
Negotiations focus
on the wrong terms
and risks.

Result: Loss of
economic benefit;
contract a weapon



7
Contracts
difficult to use
or understand.

Result: Users see contract
as irrelevant to business
needs



9
Limited use of
contract
technology

Result: Inefficiency and
loss of quality in
performance and analysis

2
Legal/contract
team not
involved early
enough.

Result: Wrong form of
contract & extended
lead time



4
Protracted
negotiations.

Result: Competitive
exposure & delayed
revenues



6
Contracts lack
flexibility.
Insufficient focus
on governance

Result: Performance
management dominated by
blame/fault



8
Poor handover
from deal team to
implementation
team

Result: commitment &
obligations missed &
misunderstood



10
Poor post
award
processes and
governance.

Result: Repetitive issues
and errors causing value
loss



—→ Average value erosion 9.2%