

## (REVISED) 9 DID-AJISS-PM-009 Relationship Management Plan

DATA ITEM DESCRIPTION		DND Form 1409
<b>1 Title</b>  Relationship Management Plan	<b>2 IDENTIFICATION NUMBER</b>  DID-AJISS-PM-009	
<b>3 DESCRIPTION/PURPOSE</b>  The Relationship Management Plan describes how the Contractor plans on enhancing collaboration with Canada and streamlining the processes that involve interaction with Canada.		
<b>4 APPROVAL DATE</b>	<b>5 OPI</b>  DMEPM (MWVA 4)	<b>6 GIDEP APPLICABLE</b>  N/A
<b>7 APPLICATION/INTERRELATIONSHIP</b>		
<b>8 ORIGINATOR</b>  DND / DGMEPM / DMEPM / MWVA	<b>9 APPLICABLE FORMS</b>  N/A	
<b>10 PREPARATION INSTRUCTIONS</b> <p><b>10.1 Format</b></p> <p>The plan must be prepared in the Contractor's format using the content guidance contained in this DID. The draft and final plans must be submitted in soft copy format (MS Word, MS Excel or PDF).</p> <p><b>10.2 Content</b></p> <p>The plan must address:</p> <p>a. common goals, including:</p> <p>i. how to align the Contractor's goals and Canada's goals with regard to AJISS.</p> <p>b. desired behaviours, including:</p> <p>i. how the Contractor will encourage it's staff and subcontractors to demonstrate the desired behaviours outlined in the Relationship Charter; and</p> <p>ii. how the Contractor will identify and correct behavioural shortcomings.</p>		

c. reciprocal assessment, including:

- i. provision of metrics for assessing the health of the relationship between Canada and the Contractor at all levels;
- ii. outlining a process for the periodic assessment of relationship health; and
- iii. how the Contractor will leverage the results to improve the relationship.

d. joint governance, including:

- i. outlining the joint governance structure at the strategic level, program management level, and project management level;
- ii. identifying the proposed membership of each joint management committee;
- iii. outlining the roles and responsibilities of each joint governance committee;
- iv. how tier 1 subcontractors will provide input to the joint governance structure;
- iv. outlining a process for planning, conducting, documenting, and disseminating the decisions of joint governance committee meetings.

e. information sharing, including:

- i. how the Contractor will promote open and transparent information sharing, at peer levels and when escalated, to enhance timely and informed planning and decision making;
- ii. outlining a process for periodically assessing the utility of the information that Canada provides to the Contractor and the manner in which it is provided; and
- iii. outlining a process for periodically assessing the utility of the information that the Contractor provides to Canada and the manner in which it is provided.

f. delegated decision making, including:

- i. how the Contractor proposes to delegate decision making authority to the lowest possible level to enhance efficiency and effectiveness.

g. collaborative risk and issue management, including:

- i. how the Contractor will enhance collaboration with Canada with regard to the management of risks and issues;
- ii. outlining a process for periodically assessing the effectiveness and efficiency of the

risk and issue management processes; and;

iii. how the risk and issue management processes can potentially be streamlined to be increase their effectiveness and efficiency.

h. collaborative change management, including:

i. how the Contractor will enhance collaboration with Canada with regard to the management of engineering and contract changes;

ii. how the change management processes can be streamlined to reduce the frequency and complexity of contract renegotiation; and

iii. outlining a process for periodically assessing the effectiveness and efficiency of the change management processes.

i. innovation and continual improvement, including:

i. how the Contractor will identify opportunities to reduce costs and improve performance;

ii. how the Contractor will encourage innovation in its staff; and

iii. outlining a process for periodically assessing the effectiveness and efficiency of it's processes for promoting and managing innovation and continual improvement.

j. process for updating the Relationship Charter and Relationship Management Plan.