



The Offshore Excellence Assessment is designed **for companies anywhere from zero to twenty four months into their offshore relationship**. You have started an offshore partnership with India, but you need to focus on doing what you do best – growing your business. Let Highroad find the gaps and deliver solutions to your doorstep. In the Offshore Excellence Assessment we work with your company to ensure that you get the most alignment with offshore and global team best practices.

### How does it work?

Starting the Offshore Excellence Assessment is simple. We begin with a 45 minute meeting at no cost to you. This meeting must include all of the key players on the offshore team, including decision makers and offshore transition leaders. The purpose of this meeting is the following:

- ❖ Clarify your goals for the offshore partnership
- ❖ Paint a vision for what you want your offshore team to look like in one year
- ❖ Identify road blocks that interfere in those goals
- ❖ Formulate initial recommendations

Once we complete this meeting, Highroad consultants will determine whether we are the best match for your company. If not, we will refer you on to someone who can help you. If we are a good match, you will receive a written report with a series of next steps. We can be as involved as you want us to be, at a surface or detailed level. That is up to you.

### What do you look for?

If we proceed to implement the Next Steps recommendations, here are some things we might look at:

- ❖ What *is* working? What are the things that are going well in your offshore relationship? These attributes might hold the key to future successes as well as current ones.
- ❖ Team shared goals – are they clear? Are they working?
- ❖ Language or accent issues that interfere in effective communication
- ❖ Standard operating procedures – are they correctly written for an offshore process?
- ❖ Checklist of offshore best practices – are you aligned with those?
- ❖ Effective communication protocol – does one exist in your offshore partnership? Is it effective?
- ❖ Cultural competencies – Are they in place? Is your staff prepared to get results with people from other countries?
- ❖ Technology and infrastructure

We can then either provide you with the recommended solutions for each of these areas, or we can help you implement them. The choice is always yours.

**To learn more or to sign up for the Offshore Excellence Assessment, call us at 770-936-9209.**