# Kick-off meeting guidelines

The internal and supplier kick-off meetings represent the stage in the process where the SRM program is looking to extend beyond the immediate working group. The primary objective is to establish broader support for the proposed initiatives from interdependent departments, agencies and suppliers.

Given the potential number of stakeholders within the initiative, the program manager must ensure that any engagement (formal or informal) is clear and to the point. Competing priorities may distract stakeholders from providing their full attention to the SRM initiatives seeking to be implemented. This reinforces the need to be brief.

***Formalised communication*** such as meeting agendas and minutes offer stakeholders the opportunity to quickly familiarise with the key details ahead of, during and following a kick-off meeting.

***Establishing and communicating outcomes*** provides a roadmap to follow throughout the project and reinforces progress. In being proactive and documenting desired and achieved outcomes to date, program managers garner increased commitment from stakeholders.

***Clarity of action owners*** allows stakeholders to be accountable where their full attention is required and engage as needed for other project requirements. A completed RACI template provides insight into how each stakeholder will be engaged throughout the project.

A sample meeting agenda is offered below.

* Ensure the key meeting details are on the first page of the document
  + When the meeting was and who attended
  + What the agenda items were
  + Summarise actions to progress the project
  + Outline when next steps should be completed by
* Document the critical talking points relating to each agenda item
  + Stakeholders may need to reference detailed discussion points outside of the meeting
* Capture any questions that remain unanswered as of the end of the meeting
  + Ensure follow up answers are distributed to the relevant stakeholders following the meeting

## Sample kick-off meeting agenda

### Meeting agenda

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| Meeting details | |
| Organiser |  |
| Date |  |
| Time |  |
| Location |  |

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| --- | --- | --- | --- |
| Meeting attendees | | | |
| Agency Attendees | **Role** | **Supplier Attendees** | **Role** |
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| Agenda Items | | | | |
| Item No. | **Item Description** | | **Raised By** | **Item Requirement** |
| 1. | Overview of Meeting Purpose and Desired Outcomes | | First, Last (Agency) | Inform |
| 2. | Recap supplier engagement history, strategy and current expectations | | First, Last (Agency) | Inform |
| 3. | Discuss and validate SRM value opportunities | | First, Last (Agency) | Discussion |
| 4. | Implement SRM Governance model | | First, Last (Agency) | Action |
| 5. | Define reporting metrics and cycle | | First, Last (Agency) | Decision |
| 6. | Capture and distribute RACI | | First, Last (Agency) | Action |
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| Agenda Outcomes | | | | | |
| Item No. | **Item Outcome** | | **Next Step Action** | **Next Step Owner** | **Next Update** |
| 1. | All members agreed on purpose and outcomes | | N/A | N/A | 01/01/2022 |
| 2. | Supplier engagement model reviewed | | Detailed review of existing contract and SLA | First, Last (Agency) | 01/01/2022 |
| 3. | Value initiatives reviewed and prioritised | | Arrange supplier meeting to discuss Priority 1 | First, Last (Agency) | 01/01/2022 |
| 4. | Desired governance model outlined. | | Relationship owner to document and distribute | First, Last (Agency) | 01/01/2022 |
| 5. | Internal reporting framework agreed in principle | | Relationship owner to finalise supplier alignment | First, Last (Agency) | 01/01/2022 |
| 6. | RACI finalised | | Relationship owner to document and distribute | First, Last (Agency) | 01/01/2022 |
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### Additional notes

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| Item No. | 1 | | Item Description | Overview of Meeting Purpose and Desired Outcomes | | | | |
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| Questions: | |  | | | | | | |
| Actions: | |  | | | Action Owner: | First, Last (Agency) | Next Update: | 01/01/2022 |

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| Item No. | 2 | | Item Description | Recap supplier engagement history, strategy and current expectations | | | | |
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| Questions: | |  | | | | | | |
| Actions: | |  | | | Action Owner: | First, Last (Agency) | Next Update: | 01/01/2022 |

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| Item No. | 3 | | Item Description | Discuss and validate SRM value opportunities | | | | |
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| Questions: | |  | | | | | | |
| Actions: | |  | | | Action Owner: | First, Last (Agency) | Next Update: | 01/01/2022 |