



Benchmarking QinetiQ's Long Term Partnering Agreement

In 2003 the Ministry of Defence awarded a 25 year partnering contract to QinetiQ to provide Test and Evaluation capability services and training support to the MoD and third party organisations. A joint Harmonic - Associated Ideas team has recently completed the independent benchmarking of the LTPA in support of the periodic Value for Money assessment.

'We were particularly attracted by the Harmonic/Associated Ideas team's understanding of the MoD/QinetiQ relationship and their innovative approach to addressing the specific challenges of LTPA benchmarking'

**- Tony Hansen
Change Development
Manager
MoD DE&S Test Team**

As a result of a competition against a number of leading consultancy organisations, a joint Harmonic - Associated Ideas team was selected to undertake the 12 month benchmarking project focusing on a number of key LTPA processes that drive Value for Money (VfM).

The team first established a set of measures for each of the key processes that were essential to deliver the VfM criteria defined by the MoD. Through a range of interviews, workshops, surveys and observations, the team assessed the effectiveness and efficiency of the MoD – QinetiQ partnership against the measures, and prioritised those areas for further evaluation.

To establish the LTPA benchmark, the team selected Comparators from both a 'peer' group where direct comparisons to LTPA could be made, and from a 'practitioner' group that represented best practice in respect of individual processes irrespective of industry or service sector. The combination of peer and practitioner groups enabled the team to identify innovative methods and techniques that, if applied appropriately, could transform the LTPA.

Finally, the team identified and prioritised those areas of practice within the LTPA that have the greatest impact on VfM. Root causes were established to support the next phase of work; planning the LTPA VfM improvement activities.

The project was delivered using Harmonic's 2inform™ toolset. This toolset provided the team with an effective web-based means of planning the 100+ interviews, accessing comparator data, cataloguing key documentary evidence, drawing out key themes and relationships and ensured the confidentiality of information.

The Result

- Senior MoD and QinetiQ stakeholders accepted in full the team's conclusions and recommendations.
- The project outputs will be used by MoD to provide critical evidence in support of their VfM evaluation.
- All project milestones delivered on schedule.