Performance-led **Engineering**

1 Setting collaboration terms and conditions	**2** Project kick-off	**3** Trial benchmarking period and trial metrics monitoring	**4** Final commitment	**5** Performance-led Engineering

1 — Setting collaboration terms and conditions
- Proposing **metrics and their target** value
- **Establishing processes** and tools for metrics monitoring
- Establishing **trial benchmarking period**
- Setting **issue management scenarios** (including refund mechanism)

3 — Trial benchmarking period and trial metrics monitoring
- Application of the **proposed metrics** within the client's environment

4 — Final commitment
- Summary of trial benchmarking period, review & **final goals setting**
- Defining **final baseline and target metrics**
- Establishing final service **terms and conditions**

5 — Performance-led Engineering
- Continuous delivery and improvement
- Team or process optimisation
- Percentage refund
- Ongoing performance review
- Metrics monitoring
- Scoring

New business objectives