



**Phones 4U Direct**

**Process Model**

<p>Planning meeting</p> <p>Date: <b>TBC</b></p>	<p>Phones 4u / Assured</p>	<p>Agree the following:</p> <ol style="list-style-type: none"> <li>1. Terms &amp; Conditions</li> <li>2. SLA's / MIS Reporting</li> <li>3. Service Review Dates</li> <li>4. Financial Procedures</li> <li>5. Any suppliers Phones 4u wish to be included on PSL</li> <li>6. Integration with Lisa Appleby etc..</li> <li>7. Escalation process / contacts confirmed.</li> </ol>
<p>AOP Meeting</p> <p>Date: <b>TBC</b></p>	<p>Gareth / Adam / Paul</p>	<p>Align Managed Service with AOP headcount plan and agree the number.</p> <p><b>'Assured will own this number'</b></p>
<p>Assured Managed Service Team</p>	<p>Assured</p>	<p>Assured team formed:</p> <ol style="list-style-type: none"> <li>1. An experienced Managed Service Manager to oversee the on going relationship with Phones 4u &amp; PSL suppliers and the delivery against targets.</li> <li>2. Dedicated Managed Service Team for interface with suppliers</li> <li>3. Recruitment delivery team.</li> <li>4. Full briefing on all aspects of the Managed Service, responsibilities agreed..</li> </ol>
<p>Supplier Selection (PSL) 1<sup>st</sup> Tier</p>	<p>Phones 4u / Assured Managed Service Team</p>	<p>Assured plus suppliers who Phones 4u have indicated they want on the PSL will form the 1<sup>st</sup> Tier.</p> <ol style="list-style-type: none"> <li>1. Letter from Phones 4u advising current suppliers of the Managed Service Arrangement.</li> <li>2. Follow up call by Managed Service Manager to invite suppliers to a briefing / 'buy in' meeting.</li> <li>3. Terms &amp; Conditions / Fee for the supply through the Managed Service agreed and signed</li> <li>4. Non- poaching clause to protect Phones 4u business.</li> <li>4. SLA agreed and signed</li> <li>5. Telephone escalation / contacts confirmed.</li> <li>6. Performance Management &amp;</li> </ol>

		Review meeting booked.
Supplier Selection (PSL) 2 <sup>nd</sup> Tier	Assured	<p>Assured will approach other suppliers who we have worked with in the past and already have agreements in place with. These suppliers will have a proven track record.</p> <ol style="list-style-type: none"> <li>1. Managed Service Manager to invite suppliers to a briefing / 'buy in' meeting.</li> <li>2. Terms &amp; Conditions for the supply through the Managed Service agreed and signed</li> <li>3. SLA agreed and signed</li> <li>4. Telephone escalation / contacts confirmed.</li> <li>5. Performance Management &amp; Review meeting booked.</li> <li>6. Number of PSL agencies on 1<sup>st</sup> tier dependant on AOP. 1<sup>st</sup> tier will be capable of delivering AOP.</li> </ol>
Supplier Selection (PSL) 2 <sup>nd</sup> Tier	Assured	<p>New suppliers who either directly or indirectly approach Phones 4u will be given an ITT.</p> <p>New suppliers added at times of increased recruitment activity / current suppliers are performance managed out.</p>
Vacancy Distribution	Assured	<ol style="list-style-type: none"> <li>1. Vacancies will be distributed to the 1<sup>st</sup> tier PSL at equal times.</li> <li>2. In the event of high demand / lack of candidates, vacancies will be distributed to the 2<sup>nd</sup> tier PSL.</li> </ol>
Recruitment Process	Assured Managed Service Team	<p>All candidates from Assured and PSL will be screened by the Dedicated Phones 4u team.</p> <ol style="list-style-type: none"> <li>1. Candidate briefing pack to ensure consistency.</li> <li>2. Feedback to PSL on unsuccessful candidates / reason why.</li> <li>3. PSL CV's will be kept on a separate database purely for the use of Phones 4u and deleted after the process is complete.</li> </ol> <p>Assured will not use / contact supplier candidates for any other reason other than in connection with the Managed Service Arrangement.</p>
Phones 4u Website / other	Assured	<p>Assured will process candidates from Phones 4u website, direct applications etc in the same way as their own – consistent candidate experience.</p>
Submission of candidates	Assured	<p>Candidates will be submitted to Phones 4u on the day prior to</p>

		assessment. 1. Front sheet detailing strengths / weaknesses.
Assessment Day	Phones 4u /Assured	Assured will run assessment day with Phones 4u manager as agreed by all parties. 1. Deliver candidate offers / rejections.
Interviews / Headhunts	Phones 4U /Assured	Assured will facilitate interview sessions. 1. Deliver candidate offers / rejections.
Contracts	Phones 4U /Assured	Assured will confirm compliance checks have been completed and contracts have been sent and received / returned back to Phones 4u
Prior to start	Assured	Regularly make contact with candidates prior to start date
Start date	Assured	Confirm candidate is on site by 10am on start date.
Inductions / 3 month review	Phones 4U / Assured	1. Integrate with induction and 3 month review 2. Regular contact with candidates during induction period. 2. Monthly employee questionnaires / use at 3 month review 3. Look at reasons for attrition and suggest corrective action 4. Help manage out non-performing staff.
Assured Service Review Meetings/ AOP monthly update.  (Each month - Two weeks prior to month end)	Phones 4U / Assured	1. Review previous month performance provide MIS. 2. Implement improvement suggestions 3. AOP target for following month 4. Other vacancies B2B etc..
Supplier Review / Performance Management  Monthly at first / then quarterly	Assured / PSL	1. Review performance against predefined criteria 2. Review adherence to SLA 3. Agree improvements 4. Competition / Incentives 5. Suppliers will be considered for the 1 <sup>st</sup> tier PSL dependant on performance / also demoted due to poor performance.
MIS Reporting	Assured	Produce MIS as agreed with Phones 4u 1. Supplier performance 2. Additions / rejections to supplier list
Positive PR / Marketing	Phones 4u / Assured	Assured will give a consistent unified message through... 1. Press campaigns 2. Advertorials

		3. Micro site 4. Exhibition stands (Shopping Centres / Job fairs / Gym) 5. Campaigns / advertising to be agreed by Phones 4u in advance.
Invoicing / monthly	Assured	Assured will produce a single monthly invoice as agreed in advance. NB. All PSL agencies will invoice Assured direct. Supply through the PSL will be seamless to Phones 4u.

Other:

- Dedicated telephone number – All supplier calls to Assured Managed Service Team will come through a dedicated line.
- Dedicated email – All CV submissions / email from the PSL will come through a dedicated email address that will be administered by the Managed Service Team.
- Dedicated database – All PSL candidate submissions will be kept on a separate database purely for the use of Phones 4u through the managed service arrangement. Candidates will be deleted 3 months after completion. Assured will not contact PSL candidates for any other reason.
- Assured will handle all from non preferred agencies.