

Contract Critical Friend



Contract Critical Friend

- Provide regular written reports to both the Employer and Contractor
- Must be seen as unbiased
- Aim is to continuously improve the contracted outcome



Regular Reviews

- Culture being exhibited
- Governance applied to the operation of the contract
- Risk identification and control
- Procedures, processes and systems being used to operate the contract
- Extent of contractual compliance (and areas of non-compliance)
- Performance of the contract



Feedback from Reviews

- Strategic issues
- How the contract is being operated
- Identification of potential / actual disputes



Benefits of having a critical friend

- Early visibility of negative behaviours
- Opportunities for improving operation of the contract
- Fostering collaboration
- Opportunity for early management intervention where things are going wrong
- Quasi mediation

