

# Capability Maturity Analysis and Benchmark



Objectively assesses your contracting process to identify improvement areas and unlock greater business value.



In today's complex and competitive global economy, your contracting process isn't just paperwork—it's a critical driver of success, or a hidden source of weakness. Are you truly maximizing its potential? WorldCC's Capability Maturity Analysis (CMA) cuts through the complexity, providing clear, objective insights into your current contracting performance. Discover where you stand against industry leaders and unlock the significant value you can achieve through strategic improvements.

## Why is a Capability Maturity Analysis So Important?

Aligning fast-changing business goals with effective commercial and contracting policies is a constant challenge. Our CMA offers a proven, low-cost method to assess, benchmark, and develop an actionable improvement plan for your organization.

By focusing on the quality of your contracting process, we provide the critical insights you need to drive tangible value:

- Increased satisfaction from your trading partners.
- Boosted margins through improved revenue generation and savings.
- Enhanced brand image built on the integrity of your commitments.

## Our Capability Maturity Analysis Approach

Developed by a cross-industry, international team of practitioners and experts, our CMA approach leverages Six Sigma experience and the renowned techniques from Carnegie-Mellon. Since 2008, it's been trusted by numerous WorldCC corporate members across diverse industries and geographies, ensuring unparalleled accuracy and authority.

The CMA offers a confidential and objective analysis of your current performance—whether buy-side or sell-side—comparing your results against industry norms and world-class standards.

### How it works:

1. A standardized, online survey gathers input from a broad stakeholder community within your organization.
2. The data is consolidated into a comprehensive summary report, highlighting your current state and identifying key opportunities for improvement.
3. An accompanying online briefing walks you through the findings and observations.

### What We Analyze

Our analysis model provides a holistic view of your contracting capabilities, covering nine critical areas:

- Leadership
- Customer Experience
- Execution and Delivery
- Solution Requirement Management
- Financial
- Information Systems
- Risk Management
- Strategy
- People Development

# The Benefits of a WorldCC Capability Maturity Analysis

The precise benefits you'll realize depend on your unique opportunities, but our CMA consistently delivers:

- **Clarity of current state:** The CMA provides management with a fact-based view of how well our contracting lifecycle process performs today. It identifies operational strengths, gaps, and inefficiencies relative to the overall market and our industry.
- **Alignment to corporate goals:** The assessment highlights areas where the contracting process, policies or practices are misaligned with business goals or strategy (Examples might be risk-averse contracts in a “collaboration-first” strategy, inefficient review and approval impeding a goal of streamlined operations, fragmented data flows standing in the way of informed management decisions). The optional workshop supports efforts to close the gaps between strategic intent (outcomes, innovation, partnership) and contracting practice.
- **External benchmark:** The benchmark gives insight to our position relative to industry best practice and ‘world class’ organizations, assisting assessment of investment needs and opportunities. This could lead to identification of issues with overall ‘ease of doing business’ - for example, uncompetitive terms, negotiation positions, contract performance management.
- **Commercial value:** The report highlights where there may be opportunities to reduce leakage, delays, cost overruns, and missed revenue. Examples might be through reduced friction, skills uplift, increased clarity of roles and responsibilities, improved contract data management.
- **Prioritized improvement roadmap:** The analysis points at where to focus time, resources, and leadership attention to strengthen contracting performance.
- **Enhanced risk & governance:** During the read-out and workshop, a key focus is on the extent to which the process supports effective risk management, through visibility of contractual and operational risks. It examines whether governance supports commercial agility and strong external relationships.
- **Talent & capability development:** The findings indicate potential issues around recruitment, retention and deployment of necessary skills. This may lead to organizational changes, for example decisions on organizational structure or reporting, or deployment of increased ‘self-service tools. (WorldCC offers a separate assessment which focuses on specific gaps in contract management and negotiation skills).
- **Accelerated digital transformation:** The report indicates where digital solutions may be needed to address capability and performance gaps.
- **Stakeholder engagement & collaboration:** By taking a process-based view, the CMA is functionally agnostic. It provides a shared framework to engage key stakeholders across Legal, Procurement, Commercial, Sales, and Operations teams, supporting cross-functional alignment on improvements to contracting priorities and practices.

# Ready to transform your contracting capabilities and unlock greater value?

Organizations with an **Enterprise or Corporate Membership** receive the **Capability Maturity Assessment as a complimentary benefit**. The Assessment is also available to non-members for a fee.

Consider our **optional one-day Executive Briefing for a facilitated discussion and improvement planning session**. Our expert facilitators will help your key stakeholders develop a shared commitment to a project plan that advances capabilities and drives your organization towards the next level of value delivery.

Contact us today to learn more or to book your Capability Maturity Analysis. We can also facilitate workshops tailored to address specific issues like lead-times, headcount, job roles, and technology use.

Contact us



## About WorldCC

World Commerce & Contracting is a not-for-profit association dedicated to helping its global members achieve high performing and trusted trading relationships.

With 75,000 members from over 20,000 companies across 180 countries worldwide, the association welcomes everyone with an interest in better contracting: business leaders, practitioners, experts and newcomers.

It is independent, provocative and disciplined, existing for its members, the contracting community and society at large.

