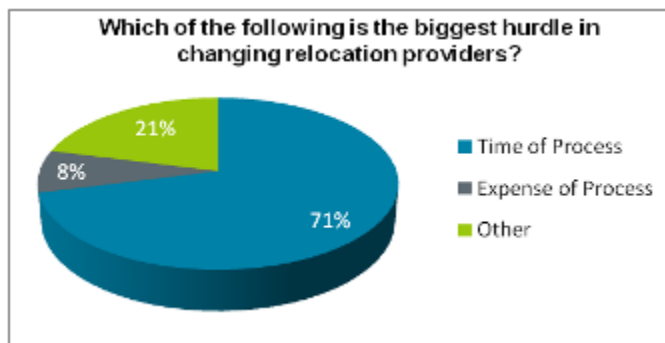




Essential Knowledge: Leading Change

VISION Relocation Group recently conducted a survey of 788 companies regarding the challenges faced with initiating an RFP process for relocation services. The survey resulted in a 13% response rate with 102 companies completing the brief web-based questionnaire.

RESULTS: While most of the respondents cited time and money as the biggest obstacles to considering a change of relocation providers (nearly 79% combined), many of them did not know how much time or money would be involved in making that change.



ANALYSIS: These results suggest that companies may not be engaging the best relocation provider for the simple fact that they avoid the RFP process altogether. Internal stakeholders can't define how much time and money is spent on the RFP process or, more

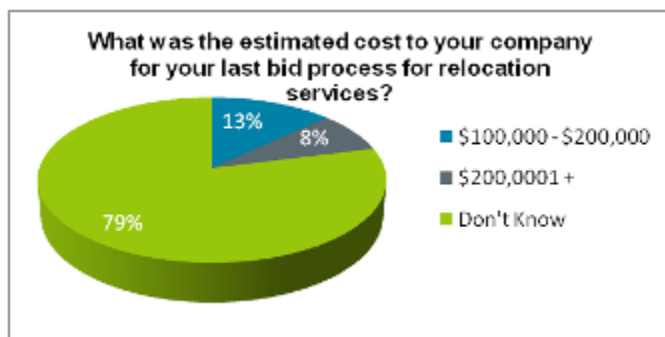
"The time that it takes to go through the RFP process makes the idea of changing providers difficult."

~Survey Respondent

important, how much time and money may be wasted by continuing to work with a provider who may not be providing the best value to the organization. With a total spend in excess of \$70,000 per transferee for US domestic alone, this is a scary proposition. This cost increases substantially for international assignments of 3 to 5 years to over \$1 million by some estimates. For

companies with large transferee populations, the dollar amounts are staggering. Given the amount of the spend per employee and for the benefit overall, avoiding the RFP process because of the time and/or money involved in the process is counter-productive.

Procurement and stakeholders should consider meeting periodically to review the RFP process to ensure that stakeholders are comfortable seeking the best value for the company.



About Us

VISION Relocation Group is a global relocation management and consulting services company. The menu of services provided by VISION includes the following:

- Relocation consulting
- Policy development
- Transferee expense tracking & reimbursement
- Relocation tax assistance
- Home marketing & home sale programs
- Destination services
- Group move services
- International assignment management services

To gain an even better feel for our focus on the development of creative and customized solutions to fit the needs of our clients, visit our website

www.visionrelocation.com.

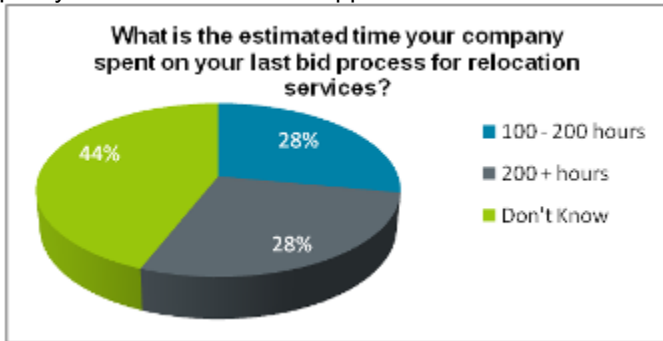
Procurement's role is to create a sense of urgency for ensuring that the services purchased add value to the organization's overall business plan. In his book, Leading Change, well-

"In a lean organization, there never seems to be a good time for an RFP process."
~Survey Respondent

renowned business author, John P. Kotter, advises, "A higher rate of urgency does not imply ever-present panic, anxiety, or fear. It means a state in which *complacency* is virtually absent."

To ensure that *complacency* does not infect your relocation program, instill urgency with all stakeholders in

your organization. An RFP should be a priority for all stakeholders. Your constituents may vary, but typically include Senior HR Executive, Senior management, Human Resource managers within the company, Procurement, Finance, Tax and Payroll. Procurement professionals can help assess the business issues and evaluate how the issues can affect the bottom line and the ability of stakeholders to succeed in meeting organizational objectives. For example, the Chief Financial Officer may not be getting the reporting he needs to properly assess spending on International Assignments. On the other side of the coin, an HR Manager in London may have dissatisfied transferees because of outdated policy elements that don't support individual needs.



As Procurement experts partner with Human Resources to create an RFP aligned with objectives, the result will be a win-win. Human Resources will be assured that they are working with the provider that is best suited for the organization's needs and Procurement can work with HR to streamline the process and assess the best pricing solutions.

"It has been 16 years since we changed."
~Survey Respondent

As organizations cast a keen eye on the total costs of relocation programs, it's more important than ever to be sure your relocation services providers are offering the best value for the organization.

How VISION Can Help

Your VISION Consulting Services team focuses exclusively on researching, analyzing and advising on the latest trends in global relocation and human resources. Questions? Dilemmas? Contact us today for a complete review of your current relocation policies. We'll apply our Better Practices to your unique relocation needs and budget and ensure you're prepared for success in a challenging market.

[Read more](#) VISION Consulting Services articles and white papers.