

# Internal Customer/Supplier Alignment Guide

Each *internal supplier* should take the following four steps that culminate in a service agreement with their *internal customer*.

1. *What do you do?* (As an *internal supplier*, what do you do for an *internal customer*, co-worker?)
2. *Who do you do it for?* (Who depends on you for information or services so they can perform their job?)
3. As an *internal supplier*, interview your *internal customer* by asking...
  - a. What do you need from me?
  - b. What do you do with what I give you?
  - c. What are the gaps between what I give you and what you need?
4. Prepare a service agreement. (In two or three sentences assure that it spells out the *internal customer's* expectations and your, as an *internal supplier*, service guarantees along with agreed performance goals.)

As an *internal supplier*, do your performance goals meet the following criteria?

- a. Is it a vital area?
- b. Is it measurable?
- c. Does it have a time deadline?
- d. Is it controllable by you?
- e. Is it challenging, but realistic?

