

JOE CARUSO

FOUNDER



Joe is a professional with over 20 years' experience as a practitioner and trainer in outsourcing and contract management. He is an expert in helping organisations to achieve efficient, high performing commercial agreements by leveraging relational contracting strategies to develop strong trusted relationships. His obsession is to transform organisations into lean, agile sourcing machines, that focus on relational partnering to achieve unprecedented success in their strategic, high value commercial agreements.

Joe is the founder of Contract Harmonics, a SaaS application that empowers organisations with the tools for analysis, understanding and insight to build strong relationships that overcome friction, boost efficiency, and maximize performance of commercial relationships.

Web: contract-harmonics.com.au

Email: joe.caruso.contract-harmonics.com

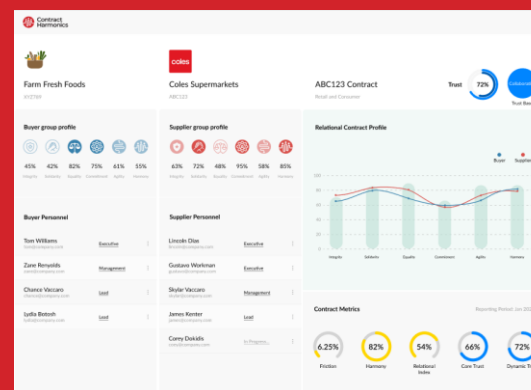
Phone: +61 417 107 000

MASTERS OF EBUSINESS & COMMUNICATION,
Swinburne University

QUICK FACTS

EXPERT ADVICE & ENGAGEMENTS

- 33 MAJOR ORGANISATIONS SERVED
- 15 BUSINESS & TECHNOLOGY AREAS WORKED IN
- 86 PROJECTS & CONTACTS MANAGED
- 21 YEARS WORKING IN CONTRACT MGT.



CAPABILITY DEVELOPMENT

- 17 COURSES RELEASED
- 1,182 PROFESSIONALS TRAINED
- 91 ORGANISATIONS WORLDWIDE
- 14 YEARS TRAINING PROFESSIONAL PERSONNEL

EXPERTISE: RELATIONAL CONTRACTING

- Relational contracting and management
- Contract lifecycle management
- Tendering and bid management
- Relationship and contract management strategy
- Contract design and development leadership
- Training and capability development
- SLA and specification design and development
- Transitions (mobilization and exit)
- Template and guideline design and development
- Negotiation and influencing



EXPERT ADVICE & ENGAGEMENTS

Joe has extensive experience working on service contract projects and providing expert advice in service delivery management, including:

- Working for both buyers and sellers, corporate and government organisations on service contracts
- Setting up service contract management function for organisations
- Development, implementation, and management of SLAs
- Transitioning service contracts in and out of organisations
- Conducting due diligence on service contracts
- Sought-after speaker at contract management and procurement events and conferences on Relational contracting, and Contract management and Service Level Agreements.



CAPABILITY DEVELOPMENT

Joe is an experienced instructor who runs national and international training programs in contract management, SLAs, Specification writing and Relational contracting. He has:

- Trained over 1180 professionals on specification writing and contract management across Australia and SE Asia
- Provided training in public programs for numerous professional training organisations
- Provided full contract lifecycle program at Monash University and was a speaker at Melbourne University
- Designed and ran internal training programs for various public and private sector organisations across Australia, New Zealand, Southeast Asia, and Middle East.
- Produced a series of practitioner guides for contract management and procurement market