# Delivery Management Interview Questions

Service Delivery Framework – SDF

Service Delivery Platform – SDP

Responsible for Delivery Stabilization

Oversee Delivery Operations

Benchmark Studies to establish areas of potential operational improvement

Find out Bottlenecks and recommend changes

Ensure Quality Standards

Establish working relationship with Client

Identify Business Development Opportunities and communicate to senior management

Ensures Achievement of Key Performance Indicators/Project Milestones

Responsible for fulfilment of contractual obligations/completion of deliverables

Communication of Strategy, initiatives, local plans and performance metrics

Prepare Budget and Forecast

Performance against financial parameters and monitors and reports on budgetary aspects

Customer Relationship (Business Relationship Management, part of ITIL framework)

* Don’t Oversell
* Let the customer speak – gather customer pain-points, what will make customer successful?
* Don’t overcommit and under-deliver
* Protect Customer IPs
* Find out Customer engagement level – Participating, Directing, Over-riding, Delegating and develop business model accordingly
* Keep the customer always informed on plan vs achievement,
* Leverage customer connects and contacts
* If possible, suggest alternatives to Customers that save cost & time, improve quality etc. even over their suggested plans. This is a sure-shot way of winning customer confidence
* Customers can get quirky about 1 wrong delivery even though 10 have gone right. If something has gone wrong, accept it and correct the mistakes.
* Customer Satisfaction Surveys
* Reports to Customer
* CRM (Customer Relationship Management) – Practices, strategies and technologies used to manage and analyze customer interactions and data throughout the customer lifecycle with goal of improving customer service, assisting in customer retention and driving sales

Budget & Forecast

How to prepare a Budget?

Budget Line-items

Common Budget area percentages

Difference between Budget and Forecast