

Supplier Relationship Management Community of Practice

Operating guidelines, August 2025.

Contents

Supplier Relationship Management Community of Practice	1
Operating guidelines, August 2025.	1
About these operating guidelines	3
About the SRM community	3
Community of Practice	3
Membership	3
Belonging to the Supplier Relationship Management Community	4
What is expected of you as a member?	4
Why belong?.....	4
How do I join?.....	4
Operating principles	5
BUSINESS RELATIONSHIPS STAFF MEMBERS	5
Hīkina discussion forum	5
Community activities	6
Privacy	6
Member information.....	7
Is there anything of particular interest you'd like from belonging to this community?	8
By submitting this form, you consent to become a member of the Supplier Relationship Management Community of Practice.	8
As a member, you agree to:	8
Send your completed form to: GovernmentSRM@mbie.govt.nz.	8
Appendix A: Supplier Relationship Management Community of Practice Registration Form	7

About these operating guidelines

These operating guidelines set out key information about the purpose, membership and operation of New Zealand Government Procurement's (NZGP) Supplier Relationship Management (SRM) Community of Practice (the community/CoP).

These guidelines, and other materials relating to the administration of the community, will be approved by, and can be amended by the community through discussion and majority agreement.

About the SRM community

The SRM CoP is for individuals that are interested in improving supplier relationship management and contract management practices within government agencies.

The CoP focuses on supporting the development of skills and knowledge for those working in SRM. The community is also interested in building capability in leadership and organizational culture to enable effective SRM work. The community is also interested in the wider aspects of people capability and performance, including the leadership, cultural and organisational/agency factors that enable SRM and contract management staff to perform to high standards in the workplace.

The SRM Community is supported by the New Zealand Government Procurement branch within Regional Development and Commercial Services (RDCS) at Ministry of Business Innovation and Employment (MBIE) and is facilitated by the Business Relationships team.

Community of Practice

A community of practice is an organised group of people who share a common interest in a specific technical domain. They collaborate regularly to improve their skills and actively work on advancing the general knowledge of the domain through creating, sharing, and leveraging knowledge.

The purpose of this COP is to support the government SRM and contract management workforce by raising the skills, knowledge and connections of people who do this work, in an ever-changing government landscape.

Membership

Membership is open to all parties with an interest in SRM and contract management from across the public service.

The community's membership is drawn from experienced SRM and contract management practitioners and people beginning their journey into SRM and contract management from local and central government organisations.

To ensure we build a diverse community, membership will remain unrestricted unless it evolves beyond the original intent for the community as outlined in these operating guidelines. At this point, organisations may nominate members to represent their interests in the meetings and feedback learnings to their colleagues. We would also request that calendar invitations for community meetings not be forwarded.

All members of the community agree to act in accordance with these operating guidelines and any other guidance material or protocols that the community agrees and publishes.

Belonging to the Supplier Relationship Management Community

What is expected of you as a member?

As a member of the community, you will:

- Commit positively to building and participating in the community, and act accordingly.
- Support the community and its members. This may include but is not limited to:
 - Sharing your knowledge and experience
 - Exchanging ideas
 - Supporting others to learn, and learning yourself
 - Identifying and exploring issues
 - Problem solving
 - Researching
 - Sharing resources
 - Working with others in the community to achieve common goals
 - Facilitating and/or taking part in events or other initiatives supporting the exploration of the future needs of the SRM practice
 - Coaching, mentoring or providing advice and assistance to others
 - Telling others about the community and its activities
- Do what you can, as you can – let others know if you need help to fulfil any commitments you make.
- Always be kind and respectful of each other.

Why belong?

As a member of the SRM COP, you will:

- Develop strong working relationships with others doing similar work in the SRM and contract management space. This network can assist you with your work and career development.
- Have access to others' resources, ideas, and experience which may speed up delivery and improve the quality of your own mahi.
- Expand your knowledge and skills.
- Have people to reach out to for help and support.
- Shape the way forward for capability development for New Zealand SRM practitioners. You will be part of an initiative that is making a real difference for people carrying out SRM work in New Zealand.
- Help apply modern and innovative learning practices in government workplaces, turning theory into practice and learning how to handle challenges.
- Share your wisdom and experience with others to help them in their work.

How do I join?

Complete the attached registration form and send this to GovernmentSRM@mbie.govt.nz

Operating principles

1. The community seeks to act in ways that benefit the government SRM and contract management practice.
2. The community is a place to honour and progress the Crown-Māori relationship.
3. The community seeks to be inclusive, diverse, and representative.
4. The community seeks to be a safe place to share, where all questions and viewpoints are welcome.
5. The community sets its own agenda. It will, if requested, provide high-level reports on its activities and areas of focus to the NZGP leadership team and/or their representatives for their information.
6. Membership of the community is voluntary.
7. Members are committed to supporting the community and each other.
8. Members are encouraged to engage with each other frequently and informally, as they wish.
9. The community thrives through everyone doing what they can, as they can. If someone's circumstances change and they are unable to fulfil a commitment, others step in to support their mahi or the community absorbs the change in other ways.

How NZGP will support the CoP?

All members are encouraged to actively engage with the community, initiating activities as they see fit. In addition, the community has the following formal roles to support its stability and growth.

BUSINESS RELATIONSHIPS STAFF MEMBERS

The Business Relationships team are members of the community.

On behalf of the community, they will:

- register membership
- maintain any official records relating to the activities of the community
- provide the technology and facilitation support for online meetings and webinars
- establish and maintain a place for members to share and store information
- be the point-of-contact for queries regarding the community

Hīkina discussion forum

The Hīkina discussion forum will be available for members to use after they've submitted a completed registration form (attached as Appendix A). This forum is for discussion threads within topics to encourage collaborative problem-solving and the sharing of advice and experiences. We encourage our members to use this space creatively and openly to their learning benefit. The Hīkina discussion forum will be used to host the following:

- topics of discussion relating to SRM, contract management, sharing of templates, advice, etc
- presentations delivered by speakers at the CoP meetings
- news and updates from the NZGP in the contract management and SRM space

Discussion Forum house rules:

- The Business Relationships team are admin personnel for the forum, and they will monitor topic threads to ensure they are being used appropriately.
- Members must be respectful of each other within the forum – expletives and unkindness of any kind will not be tolerated, and such remarks and the member will be removed from the forum by admin.

Community activities

The Community of Practice will run online via Teams meetings on a 6–8-week basis, unless a different cadence is requested by the majority of the group.

Privacy

All prospective members are required to fill out the Supplier Relationship Management Community Registration Form. A full name and email address is required. By completing the registration form, members consent to adhering to and being bound by these Operating Guidelines.

Any additional personal information provided to NZGP, either via the Registration Form or at a later date, is voluntary and can be shared with other community members, shared in line with the Privacy Act 2020, or as otherwise required or permitted by law.

All personal information provided on the Registration Form will be securely held in a membership register, under the control of NZGP.

Caution is advised when sharing information not to disclose any personal information where consent has not been given or where an exception in the Privacy Act applies. It is the responsibility of the individual member to obtain approval to share information or modify or redact as appropriate information in any documents shared within the community.

Any requests for access to, or correction of, any personal information held by NZGP should be sent to the following email address: GovernmentSRM@mbie.govt.nz

Any breach or suspected breach of the Privacy Act 2020 must be communicated to NZGP via email as soon as possible. The organisation responsible for the privacy event should then follow their own internal processes for managing privacy events, including any further escalation or notification to relevant third parties such as the Office of the Privacy Commissioner.

Appendix A: Registration form

Thank you for expressing interest in becoming a member of the *Supplier Relationship Management Community of Practice (SRM CoP)*.

The *SRM CoP* is designed to elevate the maturity, awareness and visibility of the practice of SRM and Contract Management across the New Zealand public sector.

It provides a safe, members-only space to connect, learn and share via a secure discussion forum and through participation in regular hui.

Membership is open to public sector employees who are either directly responsible, or in a support function for SRM or contract management activity within their organisation.

Complete and submit this form to GovernmentSRM@mbie.govt.nz

Further instructions will then be emailed to you once we've completed the registration process.

This information is collected to ensure we build a diverse community of public sector procurement practitioners with differing experience, skills and employed by organisations of numerous scale and complexity.

The information you provide will be:

- Stored securely
- Treated in confidence
- Subject to the [Privacy Act 2020](#) and [Official Information Act](#)

You have the right to access, edit, or delete your information at any time by contacting GovernmentSRM@mbie.govt.nz.

Member information

(*Mandatory fields)

*Name	
Job title	
Organisation	
*Email	

Is there anything of particular interest you'd like from belonging to this community?

By submitting this form, you consent to become a member of the Supplier Relationship Management Community of Practice.

As a member, you agree to:

- Commit to building and participating in the community, and act accordingly.
- Be supportive of the community and its members.
- Do what you can, as you are able – and let others know if you need help to fulfil any specific commitments you make.
- Act in accordance with the community's Operating Guidelines, the [Privacy Act 2020](#), the [Official Information Act](#), and any other guidance material or protocols that the community agrees and publishes.
- The management of your personal information as outlined in the Operating Guidelines.

Send your completed form to: GovernmentSRM@mbie.govt.nz.