

## **Collaborative Relationships of Professional Service Organizations for Project Success**

**Johanna Bath and Ali Öztüren**

*School of Tourism and Hotel Management, Cyprus International University, Nicosia,  
Northern Cyprus, Mersin 10, Turkey*

**KEYWORDS** Service Collaboration. Service Supply Chain. Professional Services. Service Management. Service Performance

**ABSTRACT** Revealing the key success factors that define supplier-customer relationships within delivery of professional services is the principal focus of this study. It analyses the interdependencies of these success factors and how they influence the collaboration success as well as ultimately the delivery success. In other words, it shows how good the designed model of key success factors fits reality and which factors have the largest influence within the model in order to reach long-term delivery success between professional service suppliers and their customers. According to the results of the study, it can be concluded that “perceived assurance” is the significant factor affecting the “project success”. “Fairness”, “communication”, and “processes” have detectable but limited measurable influence. “Commitment” and “interfaces and standards” seem to have no measurable influence on “project success”.