



National Communications Company

Start Point
<ul style="list-style-type: none">• £36m spend• Multitude of cultures• 360 supplier contracts• Controlling not enabling• Lack of standardisation• Little processes• Lack of training for staff• Full geographical coverage
Objective
<ul style="list-style-type: none">• Reduce costs• Bring control• Team build• Standardise operations• Write all processes
Methodology
<ul style="list-style-type: none">• Use web enables tools• Rationalise supplier base• Bundle services• Training program for all staff• Introduce EFQM process• Communicate obsessively
Outcome Benefits
<ul style="list-style-type: none">• £3.6 m savings• Suppliers rationalised to 16• 25% of staff trained in first 6 months• All systems web enabled• All written processes on-line• One culture introduced