



**Procurement**

<b>Start Point</b>
<ul style="list-style-type: none"><li>• Poor customer perception</li><li>• Low morale &amp; confidence</li><li>• Adversarial procurement process</li><li>• Young in-experienced team</li><li>• Little benefit analysis</li></ul>
<b>Objective</b>
<ul style="list-style-type: none"><li>• Reduce costs</li><li>• Increase skill levels</li><li>• Commercialise process</li><li>• Team build</li><li>• Implement measurement process</li></ul>
<b>Methodology</b>
<ul style="list-style-type: none"><li>• Re-organised structure</li><li>• Create business plan</li><li>• Set KPI's</li><li>• Implement EFQM process</li><li>• Train all staff</li><li>• Review procurement</li><li>• Review management</li></ul>
<b>Outcome Benefits</b>
<ul style="list-style-type: none"><li>• Training programme bringing benefits</li><li>• Savings of over £1.4m</li><li>• High morale</li><li>• Supplier base rationalised</li><li>• Other organisations inviting team to present.</li></ul>