

A Customer of Choice

Paul Moulding – Head of Categories

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Staffordshire Procurement

£450m Annual Revenue Expenditure

£130m Planned Capital Spend

400,000 Purchase Orders Placed Annually

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Staffordshire Procurement

Building Schools for the Future – wave 6a £850m

Waste 2 energy PFI project £862m

2 Schools and 3 children's homes PFI projects £100m

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Understanding Your Market

36% of our spend is local

59% of spend is with SMEs

21% of spend is with new businesses

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Understanding Your Market

35% construction

23% social care and health

12% business services

11% manufacturing

8% wholesale & retail

7% transport & storage

4% other

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The Market Speaks....

“you are a nightmare to do business with”

“you take too long to pay us”

“you ask for ridiculously high levels of insurance”

“you ask for too much information”

“your tender documents are too big”

“we don’t understand your contract conditions”

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A Customer of Choice

We want to be a customer of choice

“how can we make it easier and more attractive for you to do business with us?”

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The Customer Listens...

88% of invoices paid in 14 days

Insurance levels commensurate with the goods/services
Provided

Standard pre-qualification Tender toolkit

Standard simplified documents

Model contracts

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What Else We Did

“Selling to the Council” on the SCC website

Introduced p-cards

E-tendering

Pre-tender workshops

Longer contracts awarded

Specifications appropriate for local supply

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What Next

Take a long term view

Review requirements and improve efficiency

Strategic positioning

Supplier relationships developed

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Promote and Support

Accredit UK

Supply2Gov

Chambers of Commerce

Business Brokers

Staffordshire Compact

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Success

CLES Best practice Award

Forging Resilient Local Economies

Supplier compliments

£2.8m cashable savings in 2008/9

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Benefits to Us

Capable supply base

Better understanding of the requirement

Efficient supply chain

..... A Customer of Choice

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Summary

A time for innovation and action not inertia

Work effectively with the supply base

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Thank you and Questions

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