

SSM 22 – IMPLEMENTING THE EFQM PROCUREMENT MODEL

This EFQM Procurement Excellence Guide is intended to provide a structured method of assessing the health of your procurement activities, to measure the impact of changes and to demonstrate continuous improvement.

This course is aimed at explaining the relevant recommendations from the EFQM Procurement Assessment Model. It will highlight a suite of tools and techniques that have been developed to contribute to the process of Best Value Reviews.

COURSE CONTENTS

Session 1 – Defining the EFQM Procurement Assessment Model

How to use the Procurement Excellence Model

- A structured method of assessing the procurement activity
- Examine current operations
- Assess priorities for action
- Measure the impact of change

Preparation

- Decide the scope and boundaries of assessment
- Identify who will participate and complete the assessment
- Determine timescales and set deadlines for reconciliation meetings
- Brief participants for consistency of approach

Session 2 – Enabling a Successful EFQM Model

Successful Leadership

- Define roles and strategic objectives
- Involvement in strategic planning and use of resources
- Actively support the requirements of effective procurement
- Support the wider procurement community and initiatives to enhance the profession
- Lead by example: opportunities for CPD

Policy and Strategy

- Active participation in overall strategy
- Specify the needs and expectations of customers, employees, partners and other stakeholders
- Conducting sound research and measuring performance

Session 3 – People Development

Managing People

- A comprehensive policy for recruitment and training
- Carry out performance appraisals
- Encourage staff to actively engage with suppliers and customers
- Empowering staff

Session 4 – Partnerships, Resources and Processes

Working Relationships

- Manage supplier relationships proactively
- Establish working relationships with professional bodies
- Manage physical assets
- Assess new technologies that may impact procurement
- Improving current practices

Session 5 – Establishing results

Customer Service objectives

- Meeting customers' needs
- Finding customers' feedback
- Establishing effective customer service

Staff Empowerment

- Targets for staff motivation and job satisfaction
- Providing support, coaching and training
- Indicators to predict future performances