## PUBLIC SPEND FORUM



Broad College of Business

## Public & Social Sector Procurement Best Practices Exchange

Who are Key Public Procurement Stakeholders?

Aligning with Performance Metrics

Washington, DC

www.publicspendforum.net

#### **About**



## About - The Public and Social Sector Procurement\* Best Practices Exchange

- The Public and Social Sector Procurement Best Practices Exchange is <u>a global</u> <u>initiative</u> to connect public and social sector procurement leaders and collect/disseminate actionable best practices
- PUBLIC SPEND FORUM

 In partnership with faculty from <u>Michigan State University's</u> #1 Ranked Procurement and Supply Chain program; and <u>Spend Matters</u>



Broad College of Business

- <u>Includes Federal, State, Local and Social Sector leaders</u>; private sector leaders active participants
- Global reach, leveraging Public Spend Forum and Spend Matters offices in Europe and Asia...and advisory roles with the World Bank, Penn Law Center for Asian Law





\*NOTE about "Acquisition" vs. "Procurement" – The term "procurement" is used to refer to all phases of the procurement lifecycle including needs identification and requirements development. The term "acquisition" is unique to the federal government and is generally referred to as procurement in all other sectors including state/local/private.

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# We find it useful to think about aligning key public procurement metrics with major stakeholders groups



### Metrics are also informed by procurement function outcomes and role

#### **Metrics Examples:** Organization Leadership **ILLUSTRATION ONLY** Spend savings · Policy Makers • Procurement function cost metrics • Oversight & Interest Socio-economic goals · Percent of spend "under management" Groups • Oversight metrics (e.g. GAO reporting, ...) = Stakeholder Groups LEADERS AND INFLUENCERS Spend Owners "CUSTOMERS" **SUPPLIERS** Program Offices **PROCUREMENT** External Suppliers Functional Heads Requisitioners **Metrics Examples:** • Supplier satisfaction with Metrics Examples: customers/buyers • Effectiveness in achieving outcomes • Percent spend with approved Customer satisfaction suppliers • Procurement service level performance • Percent of suppliers covered by • Customer budget performance **EMPLOYEES** supplier performance programs **Procurement Staff** Metrics Examples: • Employee satisfaction Annual turnover Compensation

• Training hours per year

**Adapted from:** "The CIPSA-Hackett Group Procurement Value, Performance And Capability Study"

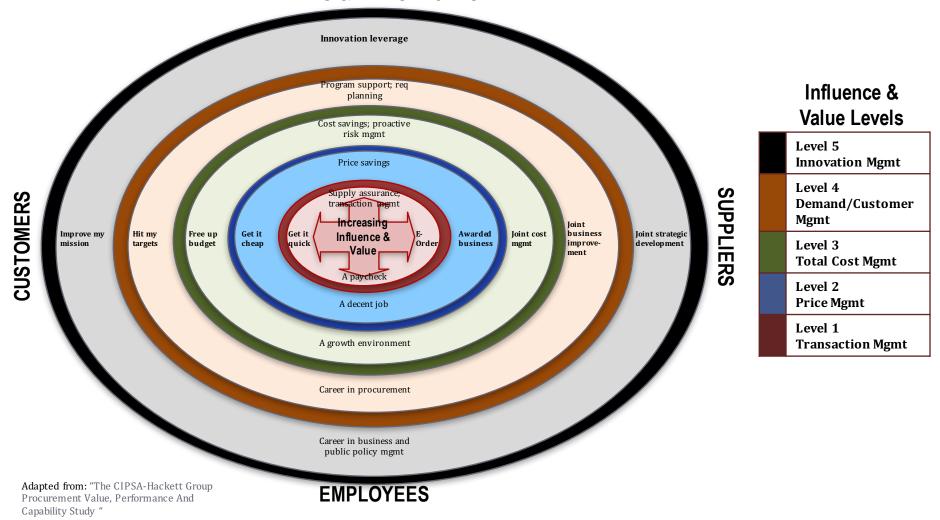


# Procurement's role and influence with stakeholders determines which metrics are most appropriate, which may change over time



Metrics can be evolved as procurement expands its influence with stakeholders (as well as its capabilities) – be careful what you ask for!

#### **LEADERS & INFLUENCERS**





### **Your Points of Contact**



Raj Sharma



Raj is a thought leader focused on strengthening the management capacity of the social and public sectors. Raj advises leaders in government and social sectors on applying proven practices to improve performance, transform procurement and deliver more value to customers/constituents. Raj co-founded the Public Spend Forum and also serves as CEO of Censeo Consulting Group, a firm recognized nationally for its award-winning culture and impact. He also serves on several boards, including Higher Achievement and Michigan State University's Executive Advisory Board for the supply chain program. And he has written as a fellow for the Center for American Progress and the Woodrow Wilson Center's Women in Public Service Project. Contact: Raj@publicspendforum.net

Professor Joe Sandor



Former President and CEO of Creative Procurement Strategies, Joseph Sandor was appointed the Hoagland-Metzler Endowed Professor of Practice in Supply Management at The Eli Broad College of Business of Michigan State University in 2006. During his time with Creative Procurement Strategies (CPS) Sandor advised clients such as Harley-Davidson, John Deere, Electrolux, Rolls-Royce, Whirlpool, Hewlett-Packard, IBM, Motorola, ConAgra, Delphi, Sandia, Schlumberger and the USAF. Sandor has over forty years proactive supply management experience with progressively increasing responsibilities emphasizing cost prevention/reduction, team building, strategic supplier alliance formation, systems development, logistics optimization, shared services, inventory control and cost modeling. Contact: Sandor@broad.msu.edu

**Pierre Mitchell** 



Pierre Mitchell, Senior Advisor at the Public Spend Forum and Chief Research Officer and Managing Partner of Azul Partners, Inc., has 25 years of procurement and supply chain industry and consulting experience, and is a recognized procurement expert specializing in supply processes, practices, metrics, and enabling tools and services. He is a regular contributor to business publications, a frequent presenter at industry events around the world and counts himself fortunate to have served and interacted with so many CPOs and future CPOs. Pierre is a Sr. Advisor and regular contributor to Public Spend Forum. Contact: Pierre@spendmatters.com

Ash Bedi



Ash Bedi is a member of the Public Spend Forum management team, responsible for overall business strategy and research. Ash has more than 25 years of experience in both consulting and industry, with expertise in the areas of strategic planning, procurement and supply management. Ash brings a blend of private sector and government industry experience, having worked with Fortune companies as well as numerous federal agencies. Ash has also been a frequent presenter at high profile forums including Institute of Supply Management, National Association of Purchasing Managers, Sourcing Interests Group, and National Contract Management Association. Ash previously worked at A.T.Kearney and Censeo Consulting Group, among others. Contact: Ash@publicspendforum.net



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