

Supply Chain Management

| Overview |

Following the initial engagement period, our dedicated Supply Chain team will continue working with new and existing providers to build and maintain a healthy supply chain throughout the contract duration. This Recurring Market Engagement service acts as an extension of our customer's team, with a dedicated point of contact assigned and providing support in the following ways.



| Support |

1. Facilitating ongoing supply

Essential in the operation of a Dynamic Purchasing System (or alternative Framework model) is having the capability to expand the supply base to new and emerging supply. It is necessary to acknowledge that provider drop-off, as well as new and emerging supply, are both likely eventualities during the lifetime of a contractual arrangement.

Through our Recurring Market Engagement service we will not only provide a direct channel for new providers wishing to join the supply chain at any point during the contract, but we will also research the market on a recurring basis to proactively identify and onboard emerging supply, reinforcing the areas of the supply chain that require it most.

Key Benefits

- Proactively identifying and onboarding any new emerging providers

- Improved diversity and choice, whilst maximising fulfilment potential
- Ongoing single point of contact
- FTE savings
- New providers joining the supply chain faster, supporting competition and fulfilment

2. Understanding performance

Commissioning platforms contain lots of valuable data on the performance of your provider market. We help to unlock the potential within this data by providing you with tailored analysis and regular management information pertaining to the performance and health of your supply chain. Using 26 metrics we can report and track the 'health' of your supply chain, as well as compare these health scores to other similar public sector organisations where possible.

Our team takes the time to spot trends in the data, e.g. providers that are becoming inactive within your supply chain, or those with a high volume of contracts that have yet to update their compliancy documents.

Monitoring performance not only ensures that our customers are in the know, but also helps to safeguard that the approved provider base will continue to deliver on both quality and service, whilst remaining safe and compliant.

Key Benefits ✓

- An accurate picture of the market position and health of the supply chain including response rates and market share
- Save time on reporting performance and use accurate data insights to drive strategy and decision making

3. Building close relationships

As a third party, we have a strategic benefit in terms of our position with your provider market. We regularly conduct surveys and courtesy calls to gather up to date feedback from providers on behalf of our clients that supports strategic decision making.

A single point of contact is available within our team to ensure that the views of providers are known, which is critical in maintaining momentum and performance, as well as supporting the relationship our clients have with their provider base.

We help to host events with our clients on a regular basis via forums, walkthroughs, or training events, to ensure that providers are satisfied with the service and the commissioning mechanisms in place.

Key Benefits ✓

- Continuous engagement with the approved provider base
- Improved retention of providers
- Feedback loops via consultation calls and survey results to identify areas of improvement

- Provider support and scheduled training sessions so they can use the platform with confidence resulting in greater responsiveness and a smooth process

4. Maximising performance

The primary aim of the Recurring Market Engagement service is to create and maintain a healthy supply chain, supporting our customers with maximising the performance and outcomes attainable.

Using the aforementioned data as our primary tool, as well as any anecdotal feedback obtained, we will always put into action plans to maximise performance. This may require courtesy calls, issuing top tips, hosting forums, arranging additional provider training, advertising demand to providers, or bulk communications.

Our aim is to ease the pressure of maintaining performance of a Dynamic Purchasing System (or alternative Framework model), by working closely with our customers, fully understanding performance, and introducing timely interventions whenever necessary.

Key Benefits ✓

- Proactive and timely interventions based on real-time data
- FTE efficiency gains, reducing the burden on contract managers to chase compliance or engaging with inactive providers
- Provider support and scheduled training sessions so they can use the platform with confidence, resulting in a smooth process

For further information please contact:
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