



Strategic Sourcing & eProcurement:

"Reaping the Benefits"

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Tallin, Estonia

Charlie Villaseñor, CSSP, CPSM

Background and current positions:



President and CEO, **TransProcure Corporation**

CEO, **ADR ASEAN**

Chairman, **Procurement & Supply Institute of Asia (PASIA)**

Lead supply chain organizations of Chevron (Asia, Middle East and Africa), Coca-Cola, 3M and became the Regional ASEAN Head of Ariba and pioneered the largest Procurement eMarketplace in Asia

Board Member, **UN/WTO International Trade Center (ITC-MLS Program on Supply Chain)**

Board of Director, **International Federation of Purchasing & Supply Chain Management (IFPSM)**

Chairman, **Procurement & Supply Chain Committee, Management Association of the Philippines**

Board of Advisor, **Unibersidad Los Andes School of Management, Bogota, Colombia**

Agenda

Background

Introduction

Case Study

Strategic Sourcing

Overview

Process, Methodology & Impact

eProcurement

Models, Types

Reaping the Benefits

Summary

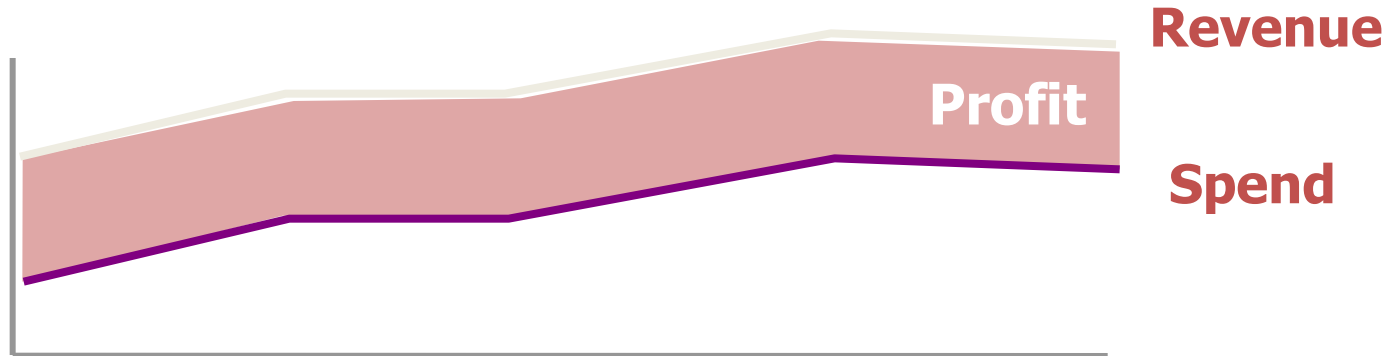
The New Business Normal – Risk & Volatility



Economy, Revenue and Spend

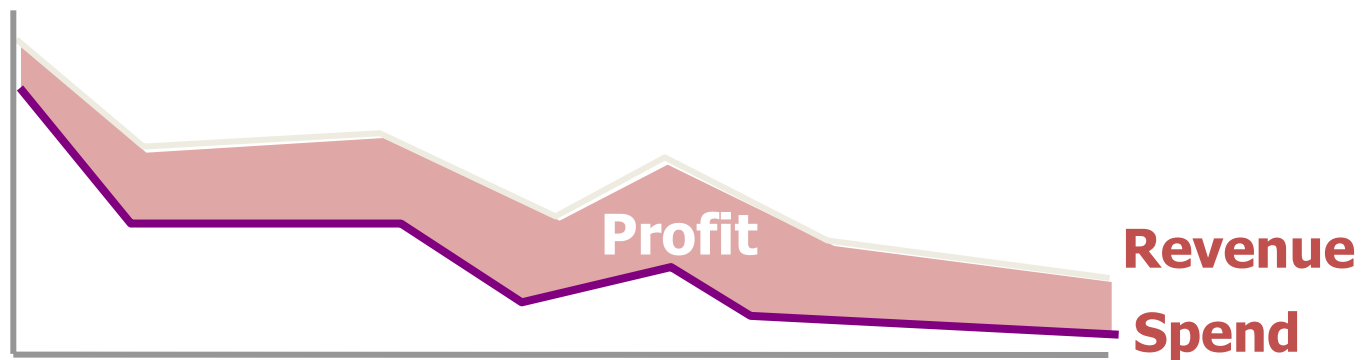
In a strong economy

- Spend tracks below revenue



BUT in a slow economy

- Necessary to keep spend below revenue



Not Business As Usual

Three Options:

- Increase Revenue
- Cut cost – i.e.; Lay Off
- **Manage Spend**

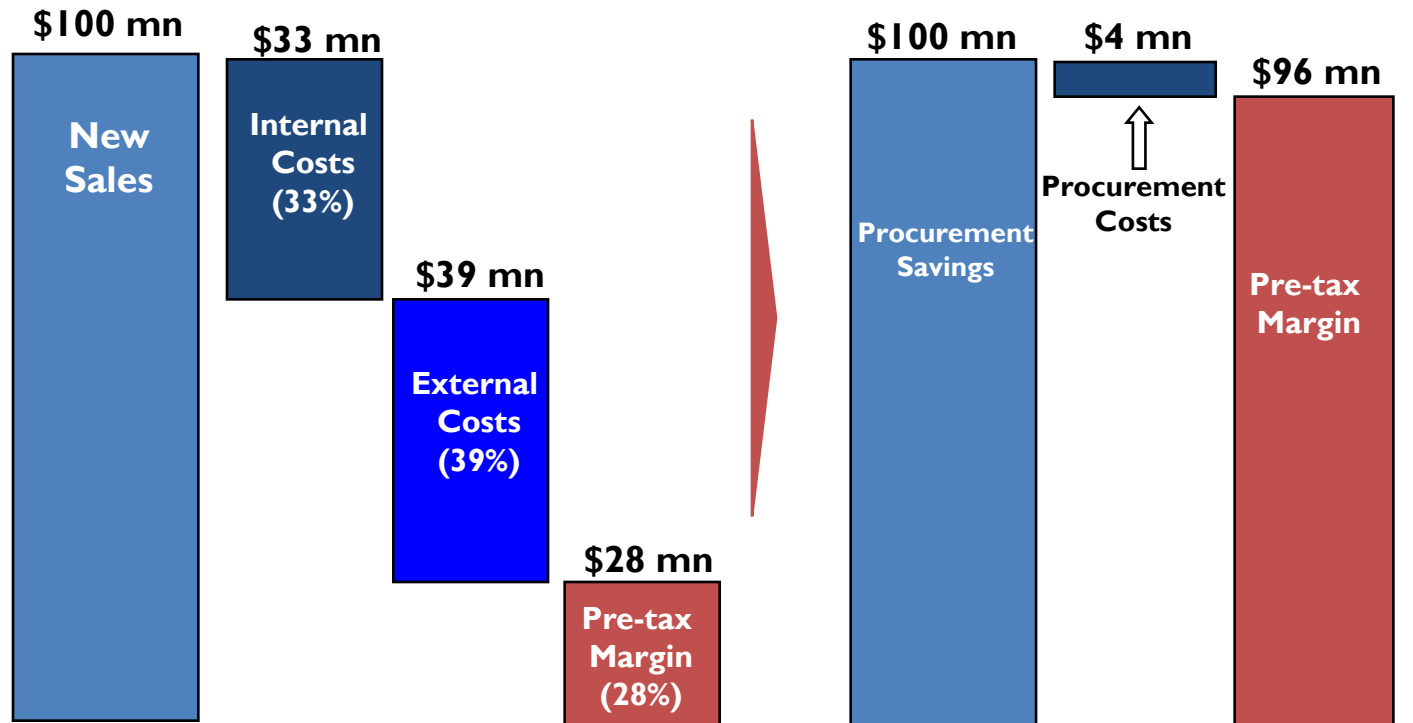


Balancing Cost, Risk &
Value Creation



Why we're now all focusing on Procurement

Example: \$100 mn in new sales vs. \$100 mn in procurement savings



*Assumes 30% tax rate; 10x earnings multiple; Source: CAPS, A.T. Kearney analysis,

Managing the Cost & Competitive Side

Income Statement

(\$Million)

	Year Ended	
	12/31/00	12/31/01
Net Sales	\$4,048	\$4,048
Cost of Goods Sold	1,407	1,481
Gross Margin	2,562	2,641
R & D	⋮	⋮
S G & A	⋮	⋮
Total Operating Expenses	1,697	1,897
Operating Income	865	670
	⋮	⋮
Net Income (Loss)	\$90	(\$100)

CRM - Sales

- ▶ Customer centric
- ▶ Better top-line results

Spend Management

- ▶ Procurement
- ▶ Bottom-line leverage

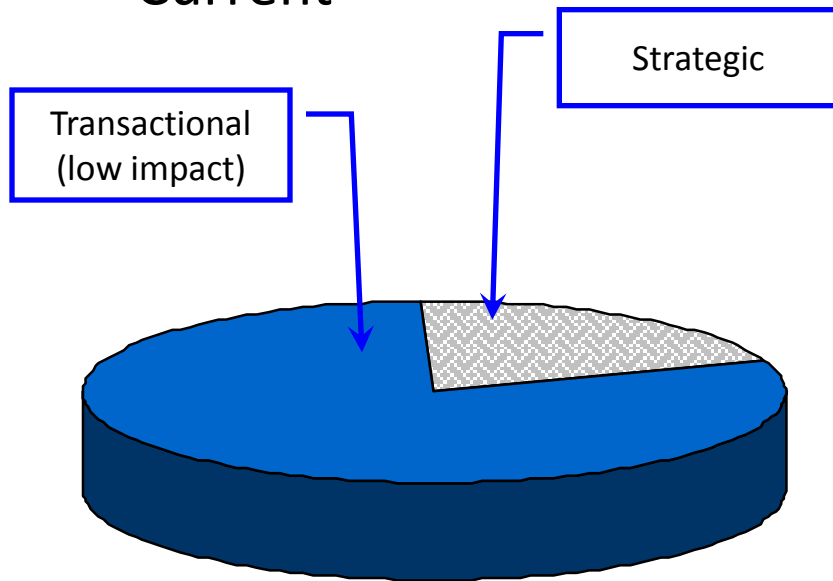
ERP – Finance GL

- ▶ Integrated business process
- ▶ Better operational and GL control

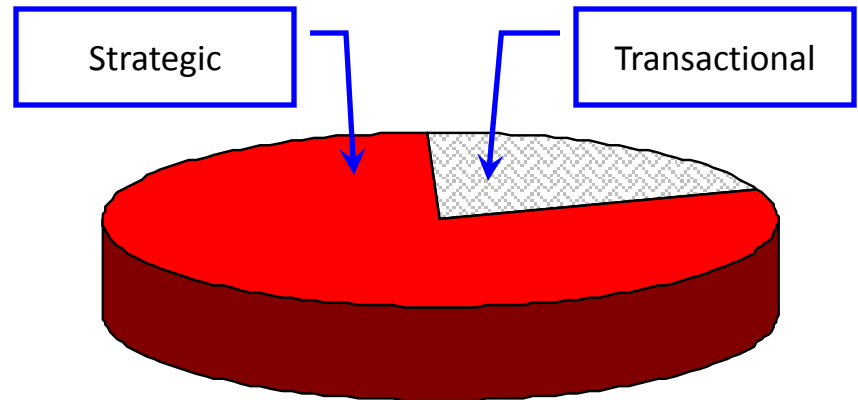
Procurement Volume & Focus of Work

AMOUNT OF INTERNAL FOCUS/RESOURCES IN PROCUREMENT

Current



Should be



The Pressure is Rising : 2/3 of World economy will be in Asia

New Inputs

- Internet connectivity
- New global suppliers
- Rise of outsourcing
- Information transparency
- Competitive markets
- Enabling technology
- Compliance

New Expectations

- Higher realized savings
- Improved responsiveness
- Better supplier relationships
- More efficient processes
- Faster, better decisions
- Good governance
- Broad adoption

- Cost is key to competitive advantage and maintaining profitability
- Procurement is key to enhancing efficiency and cost
- Procurement offers greatest opportunity to savings and improve market values

Case Study : Oil & Gas

We reviewed our procurement and we saw a lot of opportunities for improvement:

- ➡ Too many suppliers
- ➡ No coordination of spend across geographic & business boundaries
- ➡ Not taking advantage of the scale of their spend
- ➡ Brother-in-law relationships
- ➡ Antagonistic win/lose relationships with our suppliers
- ➡ Not utilizing our suppliers' capabilities
- ➡ Dealing with too many third party intermediaries
- ➡ Not fully utilizing Internet technology
- ➡ More tactical than strategic work is being done
- ➡ Trained professionals are not easily available
- ➡ Best practices are not made available to others

Results beyond expectations

Changes Happened; People made it Happen!

- People thinks WE not ME
- Implementing *eProcurement*, *ePayment* & *eLogistics*
- Directing the spend to those suppliers with electronic catalogues
- Reducing our dealings with third party intermediaries
- Channelling more of our business to our best suppliers
- Paying our suppliers faster through our new *ePayment* system
- Reducing logistics headaches for ourselves & our suppliers
- Working on being the preferred customer for our suppliers.

Ultimately;

- Going for more strategic sourcing initiatives & alliancing

The Bottom Line...

A co-ordinated approach

Strategic Sourcing

- Focus on business Success
- Disciplined & rigorous process
- Significant impact

eProcurement

- Easy procurement
- Compliance, transparent
- Data & information

We have reduce cost of materials & services

by 10% - 20%

Conservative Estimate!

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Strategic Sourcing - change in perception from necessary evil to strategic imperative

❑ YESTERDAY

Jack Welch (GE) once said




“Engineers who can’t engineer things, operators who can’t run their equipment, and accountants who can’t add become Strategic Sourcing professionals”

❑ TODAY

“Organizations that employ leading-edge strategic sourcing techniques achieve almost double the margins of companies with below-average sourcing capability - 20.2% versus 10.9 %”

- McKinsey

Evolution of Strategic Sourcing

	 <p>Sourcing working alone</p>		 <p>Sourcing working with internal stakeholders</p>		 <p>Sourcing working with internal stakeholders and suppliers</p>	
Theme	“Serve the Factory”	“Lowest Unit Cost”	“Co-ordinated Procurement”	“Category Management”	“World-class supplier management”	“Entrepreneurial procurement”
Organisational Form	<ul style="list-style-type: none"> Everybody buys Reports to ?? 	<ul style="list-style-type: none"> “Buying” at SBU level Reports to Operations. Direct spend only Transactional still priority 	<ul style="list-style-type: none"> Centralised procurement Cross-unit coordination. Recognisable buyers Reports to senior manager 	<ul style="list-style-type: none"> Split between Strategic & Transactional Purchasing Center-led with execution in SBU. Extensive use of cross-functional teams. Lead Buying 	<ul style="list-style-type: none"> Cross-functional supplier development teams. 	<ul style="list-style-type: none"> Cost/profit center. Network with strong communities of practice.
Key skills	<ul style="list-style-type: none"> Logistics focus Transactional 	<ul style="list-style-type: none"> Price focused 3-bids. Negotiation. 	<ul style="list-style-type: none"> Price Focused Sourcing strategy. Organization-wide coordination (e.g., building procurement database). 	<ul style="list-style-type: none"> Supplier cost focus Supplier development. Cross-functional problem solving. 	<ul style="list-style-type: none"> Should cost focus Relationships mapped. Supplier capability improvement and measurement. 	<ul style="list-style-type: none"> Internal customer orientation. Linking sourcing strategy to org strategy & shareholder value. Learning organisation.

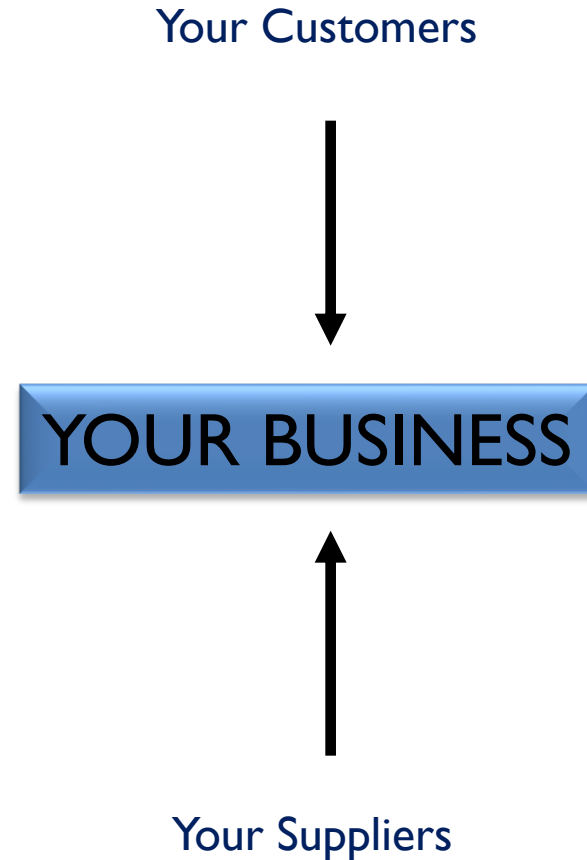
The Value Gap (or Margin Squeeze)

Why Strategic Sourcing is Important to your business

Impact of Globalization

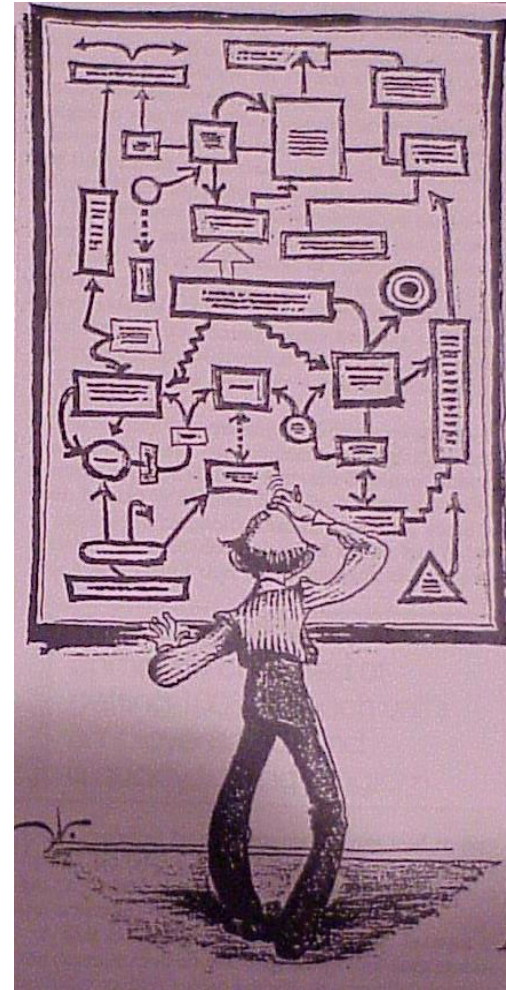
- ☐ Increased competition
- ☐ Price pressures from best cost countries
- ☐ Suppliers consolidating and increasing their power
- ☐ Commodity price increases driving up costs
- ☐ Margins squeezed
- ☐ P&L and balance sheet impacted

“Companies today are being driven to deliver more services, more functionality and more value for less money ... It’s all part of a broad and pretty dramatic improvement in productivity that’s going on in multiple industries”. Champy, James: Business Author and Chairman of Perot Systems



How do you get there

WORLD CLASS Strategic Sourcing FRAMEWORK



**SO MANY ACTIVITIES –
YOU NEED A MAP!**

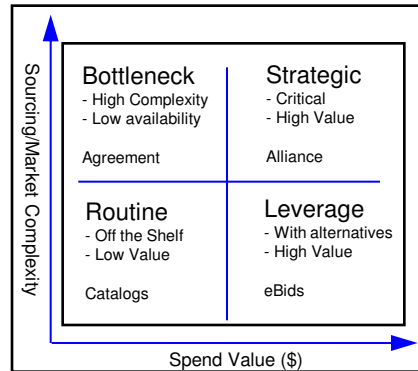
Strategic Sourcing

Key to Transparent Procurement

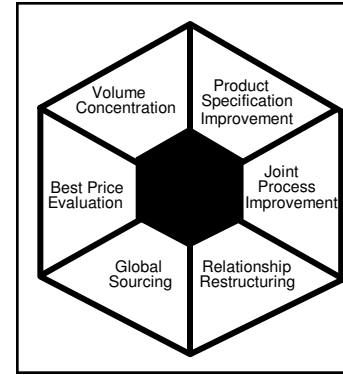
Define The Scope



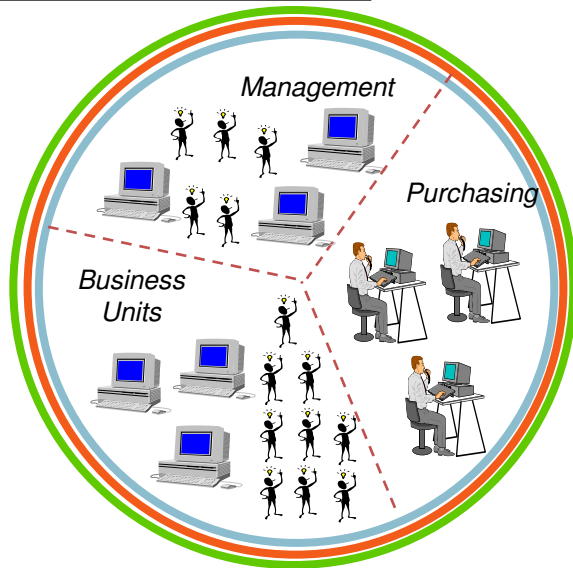
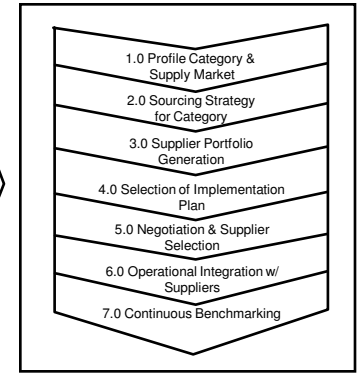
Strategically Segment Purchases



Select Tailored Approaches



Apply A Rigorous Process



The Strategic Sourcing methodology combines a strategic perspective with rigorous analysis on a sourcing group by sourcing group basis to deliver significant reductions in total cost

Strategic Sourcing Steps

There are many different types of strategic sourcing process.

Typically a **strategic sourcing process** as a number of clearly defined steps:



STEP 1 = Business Needs Analysis

STEP 2 = Category Profiling

STEP 3 = Sourcing Strategy Development

STEP 4 = Market Test

STEP 5 = Quotation Analysis

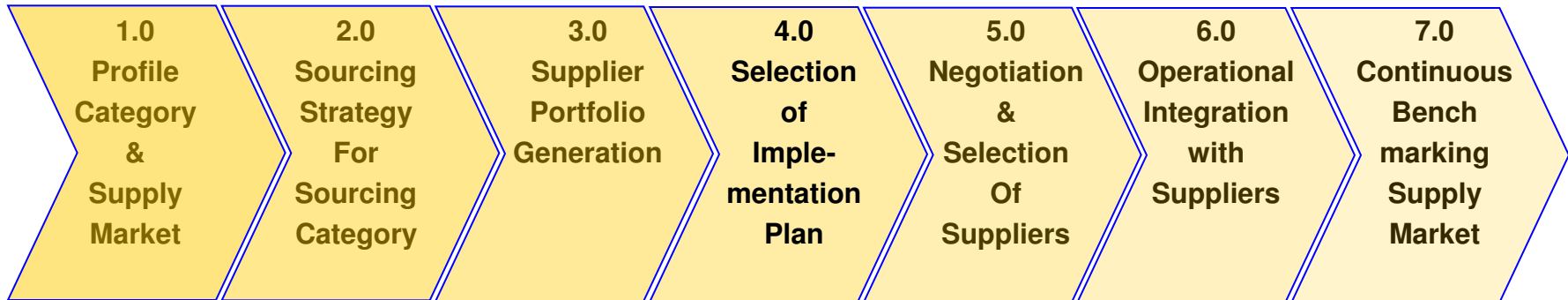
STEP 6 = Sourcing Recommendation

STEP 7 = Sourcing Strategy Implementation

STEP 8 = Supplier Management

Stakeholder involvement is key to the success of the process. In this example stakeholders are involved in the Steps marked

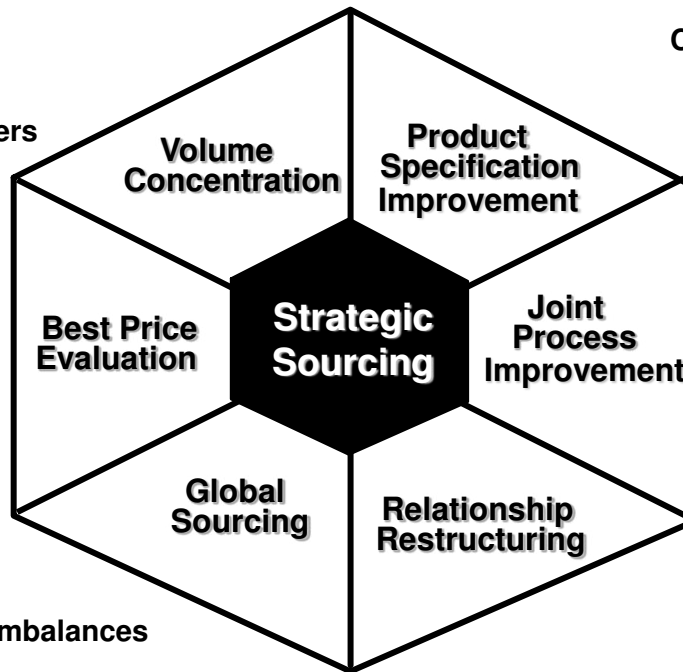
Strategic Sourcing Methodology



Consolidate number of suppliers
Pool volume across units
Redistribute volume among suppliers
Combine volume from different commodity categories

Compare “total” costs
Model “should-costs”
Renegotiate prices
Unbundle pricing

Expand supply base
Develop new suppliers
Profit from global supply/demand imbalances



Conduct product value analysis & eng'g
Substitute materials
Pursue system buying alternatives
Optimize life cycle costs

Reengineer joint processes
Share productivity gain
Integrate logistics
Support supplier operations improvement

Establish/develop key suppliers
Employ strategic alliances/partnering
Implement Supplier Management Program
Develop integrated supply chain

Project Activities and Deliverables

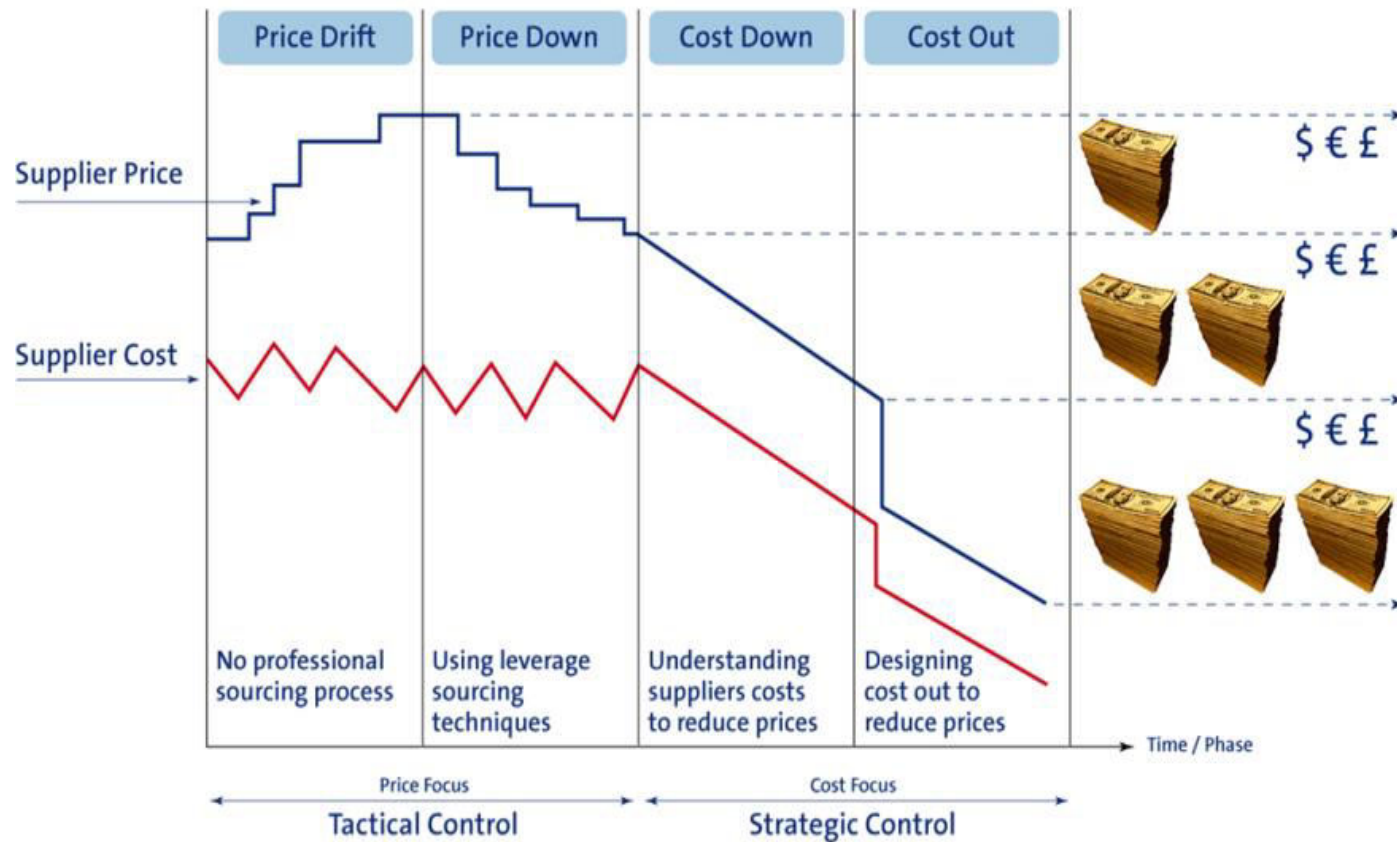
Steps	Profile Category	Develop Sourcing Strategy	Supplier Portfolio	Select Implem Plan	Supplier Selection
Activities	<ul style="list-style-type: none"> Finalize spend profile with historical and future spend, pattern and trends End-user shares req' ts, specs, current practices, contracts, and decision points Identify TCO components and determine cost drivers Gain alignment, sign-off and commitment from internal customer 	<ul style="list-style-type: none"> Analyze market Develop procurement strategies Conduct needs analysis Review and confirm with stakeholders 	<ul style="list-style-type: none"> Determine information needed to assess Develop shortlist of suppliers Develop and execute RFI Evaluate RFI responses Benchmark supplier performance Conduct supplier visits Review and confirm with stakeholders 	<ul style="list-style-type: none"> Pre-qualify suppliers Develop and execute RFP Collect RFP pricing Evaluate RFP responses Prepare initial T&Cs Agree on negotiation approach and team Review and confirm with stakeholders 	<ul style="list-style-type: none"> Conduct supplier negotiations or eSourcing Prepare supply transition planning Finalize T&Cs Generate savings report Review and confirm with stakeholders
Deliverables	<ul style="list-style-type: none"> Commodity Definition Spend Analysis Demand and Supply Profile Savings Assessment and Baseline 	<ul style="list-style-type: none"> SWOT Analysis Porters 5 forces Sourcing Matrix Strategic Sourcing Approach 	<ul style="list-style-type: none"> RFI Supplier List RFI Template and Evaluation Matrix RFI Evaluation Report 	<ul style="list-style-type: none"> RFP Supplier List RFP Template and Evaluation Matrix RFP Evaluation Report Procurement Plan Negotiation Team and Strategy 	<ul style="list-style-type: none"> Negotiation and/or Bid Results Supply Transition Plan Final Report
	Estimated 25 Elapsed Working Days	Estimated 10 Elapsed Working Days	Estimated 30 Elapsed Working Days	Estimated 20 Elapsed Working Days	Estimated 15 Elapsed Working Days

Source: TransProcure

At the Category Level

Category Segmentation

PACE™ – Price & Cost Evolution



Source: ADR Intl

Categories for Strategic Sourcing

Partial list of indirect spend

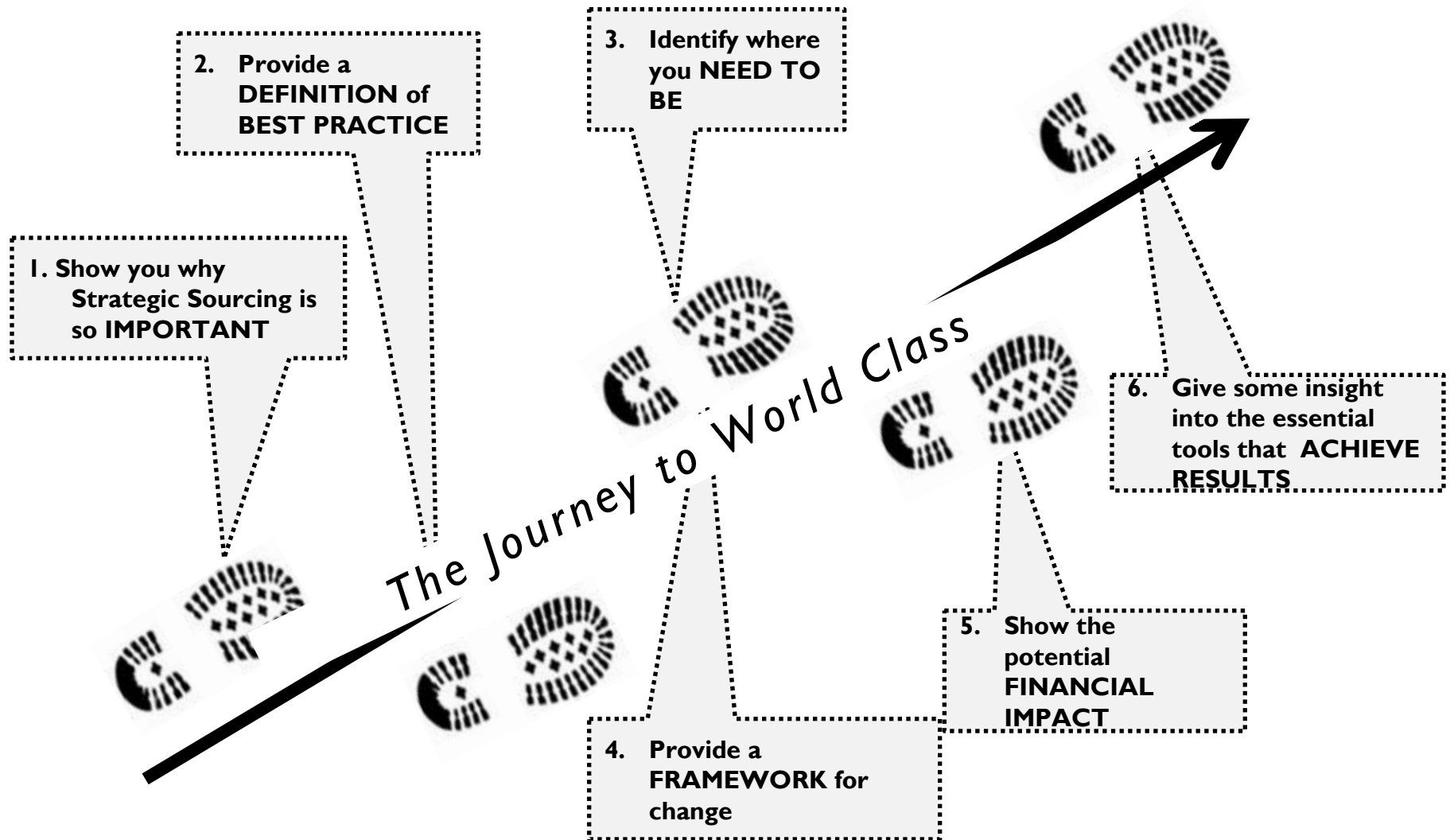
Advertising/Media Services	Doors, Glass and Windows	Floor Sealing	Inspection Services
Apparel/Uniforms	Electrical Supplies	Freight Services	Insurance Services
Brokerage Services	Electrical Systems	Fuel	IT Hardware
Building and Grounds Maintenance	Electrical Works	Garbage Hauling Services	IT Maintenance and Repair
Building and Technical Audit Services	Electronic Appliances	Garden and lawn maintenance	IT Software
Building Repainting	Elevator Maintenance	General Cleaning Services (window cleaning)	Janitorial Services
Catering Services	Equipment Leasing	Generator Sets	Landscaping
Civil Supplies (backfill, cement)	Events Services	Hauling Services	Laundry Services
Cleaning Supplies	Financial Services	HVAC Equipment	Legal Services
Computer Consumables	Fire Protection Systems	HVAC Equipment Supplies	Lighting Supplies
Consulting Services	Fleet Management	HVAC System	Mail/Courier Services

Some of these are “untouchables” driven by business users

Partial list of indirect spend ----there are a lot.

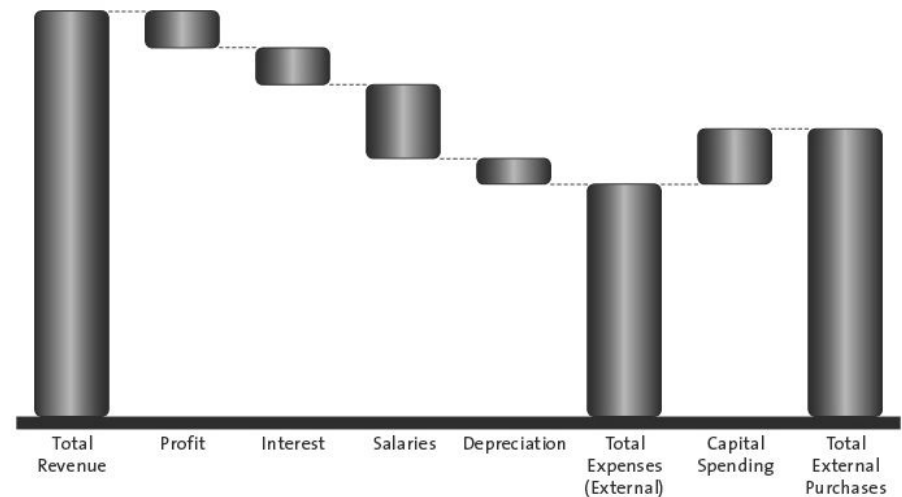
Maintenance & Repair on all Electro-Mechanical Works	Office Supplies	Process Equipment (genset, pumps, compressor etc.)	Signages
Maintenance of Roadways and Drainage	Paint Supplies	Processing Services	Structural Supplies
Major & Minor Civil Wworks and Repairs	Pantry Supplies	Promotional Items	Testing and Commissioning
Marble Crystallization	Payroll Services	Record Management	Toilet Supplies
Market Research Services	Personnel Recruitment Services	Refrigeration System	Transportation Services
Mechanical Works	Pest Control Services	Safety Supplies	Travel Services
Merchant Card Processing	Photocopying Services	Security Alarm and System	Trucking and Hustling Services
Messengerial Services	Piping/Valves/Fittings (Plumbing) Supplies	Security Services	Waste Management Services
Office Equipment	Plumbing Works and Maintenance	Sewage Treatment	Water Proofing
Office Furniture	Postage Services	Shampooing (carpets/chairs)	Water Supply and Distribution System
Office Furniture Maintenance and Repair	Printed Forms	Shuttle Services	Web Services

The Journey to World Class Strategic Sourcing



Why is Strategic Sourcing so important to YOU?

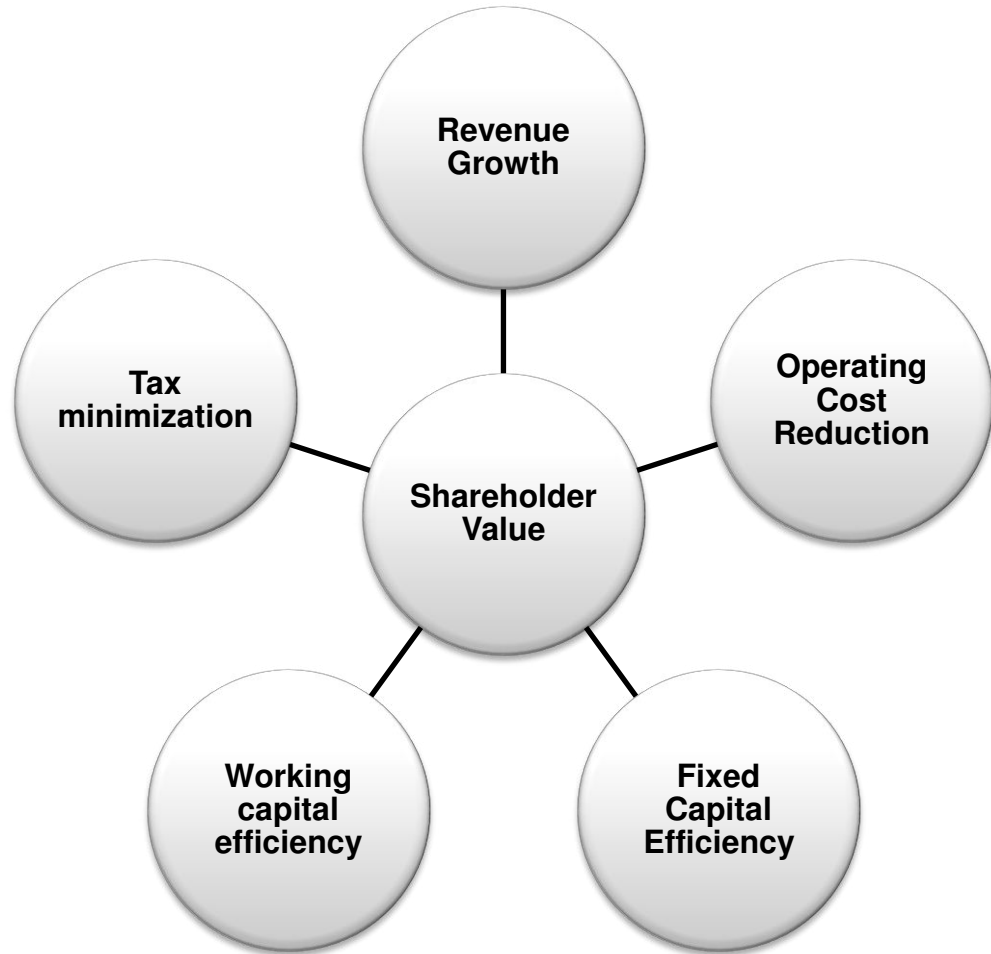
- ❑ Purchased Material, Goods & Services is a very significant cost for any organization
- ❑ Typically an organization will buy externally >50% of it's sales value
- ❑ Spend is made up of:
 - direct materials (conversion)
 - indirect materials (consumption)
 - capital (investment)
 - product for resale (branded)



Strategic Sourcing as a Driver of Shareholder Value

Each of these drivers are affected by strategic sourcing strategy:

- ☐ Revenue Growth
- ☐ Operating Cost Reduction
- ☐ Fixed Capital Efficiency
- ☐ Working Capital Efficiency
- ☐ Tax minimization



Six Key Enablers for World Class Procurement



Strategy and Vision

- Clearly defined strategy and policy for procurement reflecting the Board's expectations and aligned with the strategic aims of the business



Organisation & Structure

- Focused teams organised effectively with clearly defined responsibility, authority & accountability and clear alignment and engagement with key stakeholders



Procurement Processes

- Strategic sourcing and SRM with supporting processes to enable effective outcomes



People and Skills

- Effective application of appropriate tools & behaviours, competency profiling driving development, incorporating procurement and stakeholders with succession planning in place



Cost and Value Management

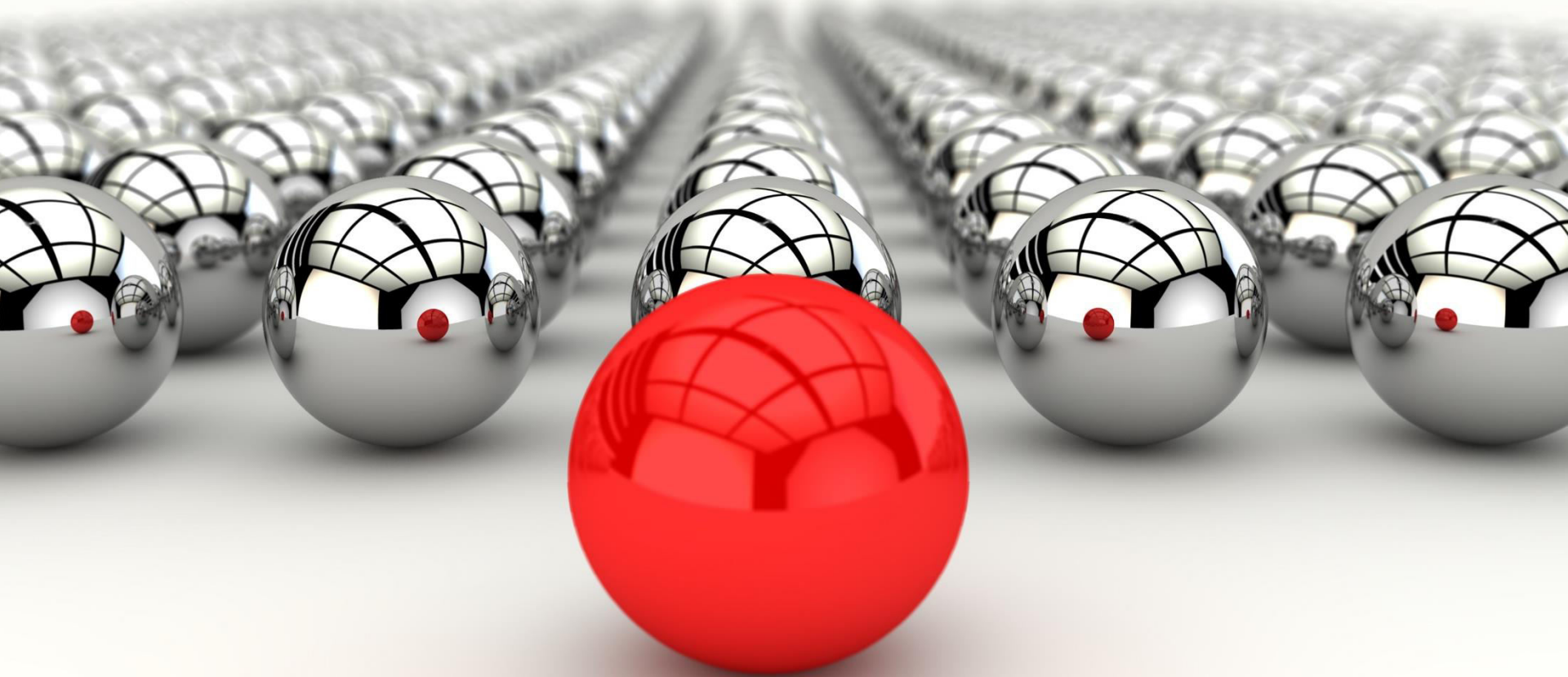
- Proactive management of spend and targeted programmes of improvement across the organisation incorporating stakeholders and budget and management reporting



Technology

- Use of world class spend analysis, e-sourcing, e-procurement (P2P) and eSRM tools

Be Valued. Be Recognized. Be Certified.



Certified Strategic Sourcing Professional™
(CSSP) Certification

Certified Strategic Sourcing Professional™ (CSSP):

Leading certification for Strategic Sourcing Professionals



The Global Certification for Strategic Sourcing Professionals.

This is the pinnacle of competency in procurement. The strategic sourcing professional is capable of delivering enormous value to the organization for which they work. Value delivered as a result of strategic sourcing covers cost, quality, risk, sustainability, competitiveness, continuity and capital preservation among others. Thus delivering significant bottom line results to your company.

Certified Strategic Sourcing Professional (CSSP):

An Overview

The Global Certification for Strategic Sourcing Professionals



- Focus on Strategic Sourcing as Key Value Generator
- 3 Modules – 2 days each (6 days). One (1) exam
- Also suitable for Non-Procurement Professionals

The Need for CSSP & Focus on Strategic Sourcing

Narrow Focus

Application in Practice

Strong Impact & ROI for the Organization



The Time is Right

- Transformation to Strategic Sourcing around the world is reaching a tipping point
- Clearly differentiated
- Proven process and methodology
- Economic crisis, disasters – tsunamis, earthquakes, typhoons – focused the need for Strategic Sourcing
- Ethics & sustainability factored
- No strategic sourcing specific certification



CSSP brings the value to you and your organization



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Compliance Issues

A common obstacle to achieving savings from enterprise supply agreements lies in getting business consumers to actually use the contracts in daily practice.



Reasons for Poor Compliance

- **Lack of *knowledge* about policy and process**
- **Lack of *knowledge* about which suppliers to use**
- ***Misinformation* regarding true cost of supply**
- **The *process* is too time-consuming or difficult**
- **Bad match between inputs and need**

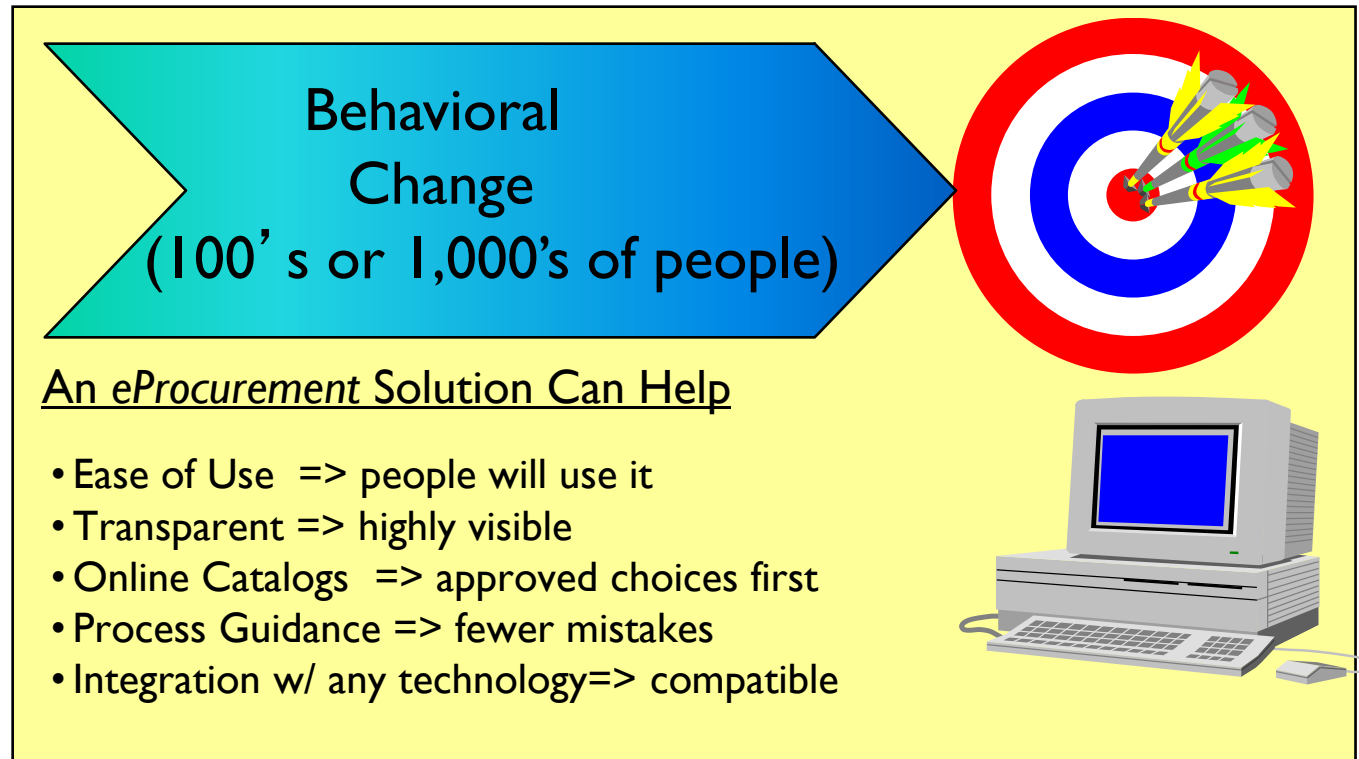
Compliance is especially difficult to manage within large, highly -dispersed enterprises.

How eProcurement brings compliance

Non-compliance

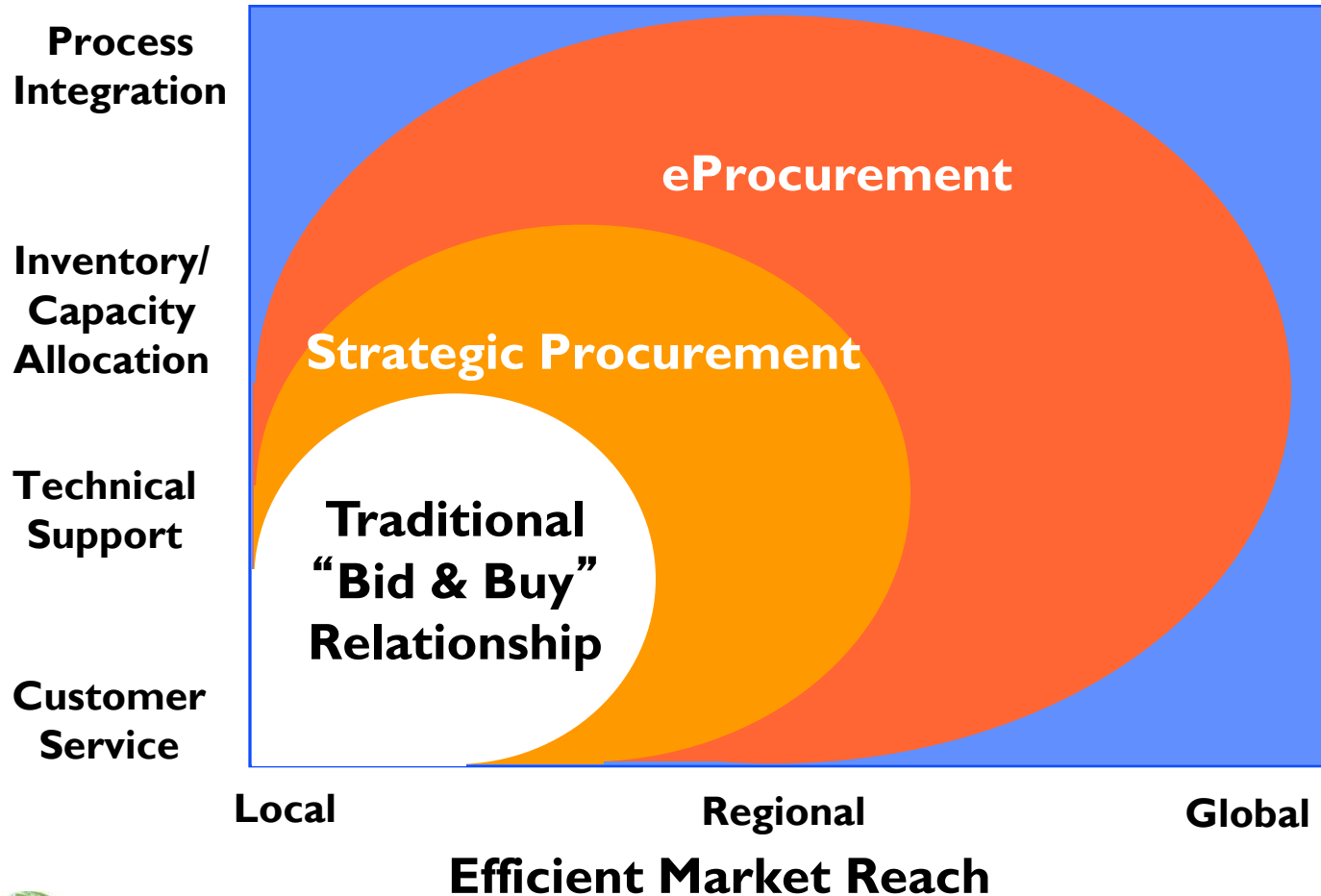


100% Compliance



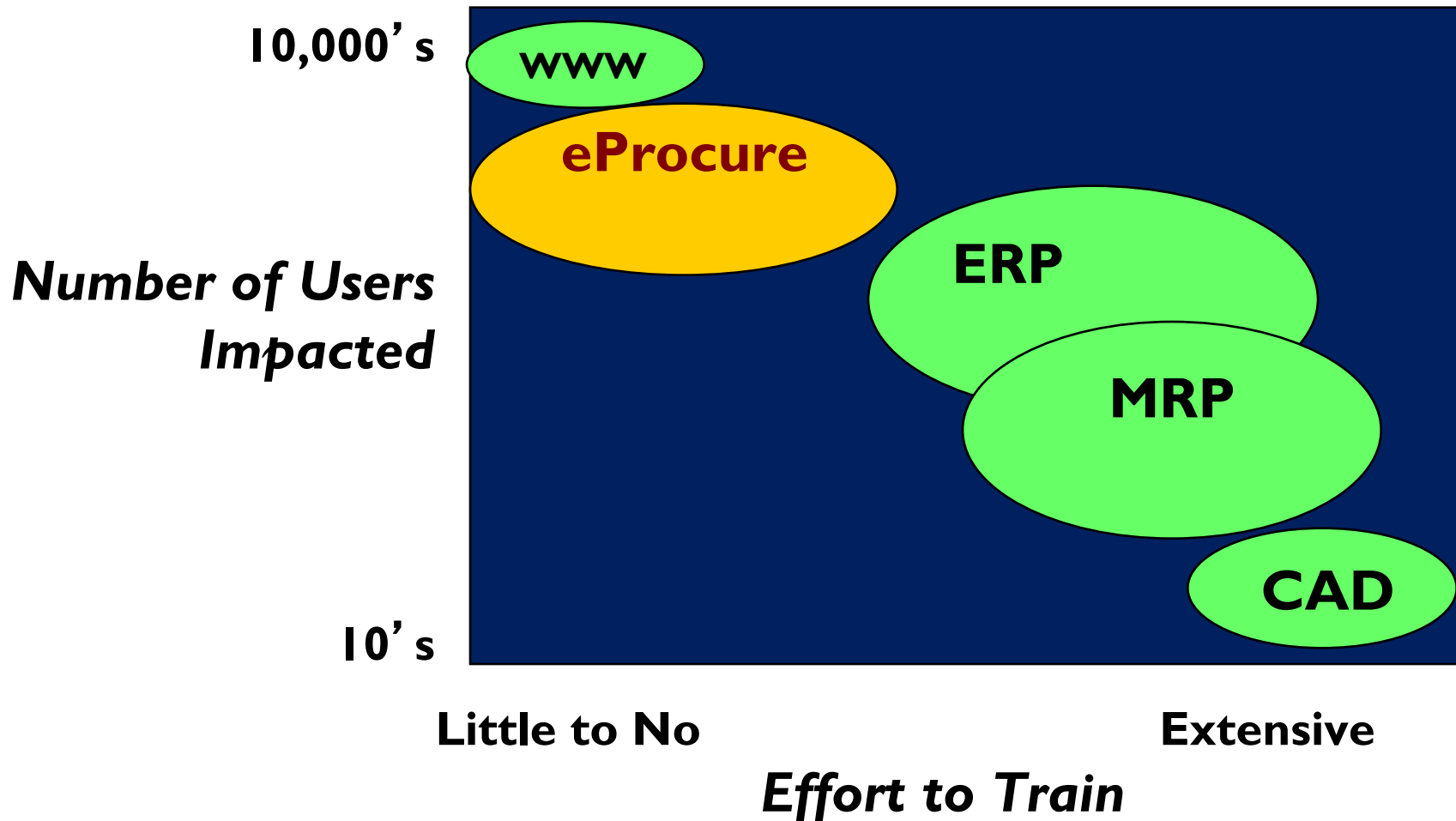
Impact of enterprise wide **eProcurement**

eProcurement extends your options



Impact of “Enterprise Wide System” - Ease of Use

Ease of Use is Critical for eProcurement



eProcurement Benefits



Leverage: Consolidation / Compression

- Aggregate spend to key suppliers across the company
- Reduce number of suppliers
- Negotiate better contracts with suppliers
- Reduce cost of commodities



Compliance


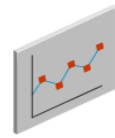







- Fully leverage benefits of negotiated contracts / strategic sourcing efforts
- Reduced Maverick Buying from non-approved suppliers
- Ensure prices comply with contract terms and discounts



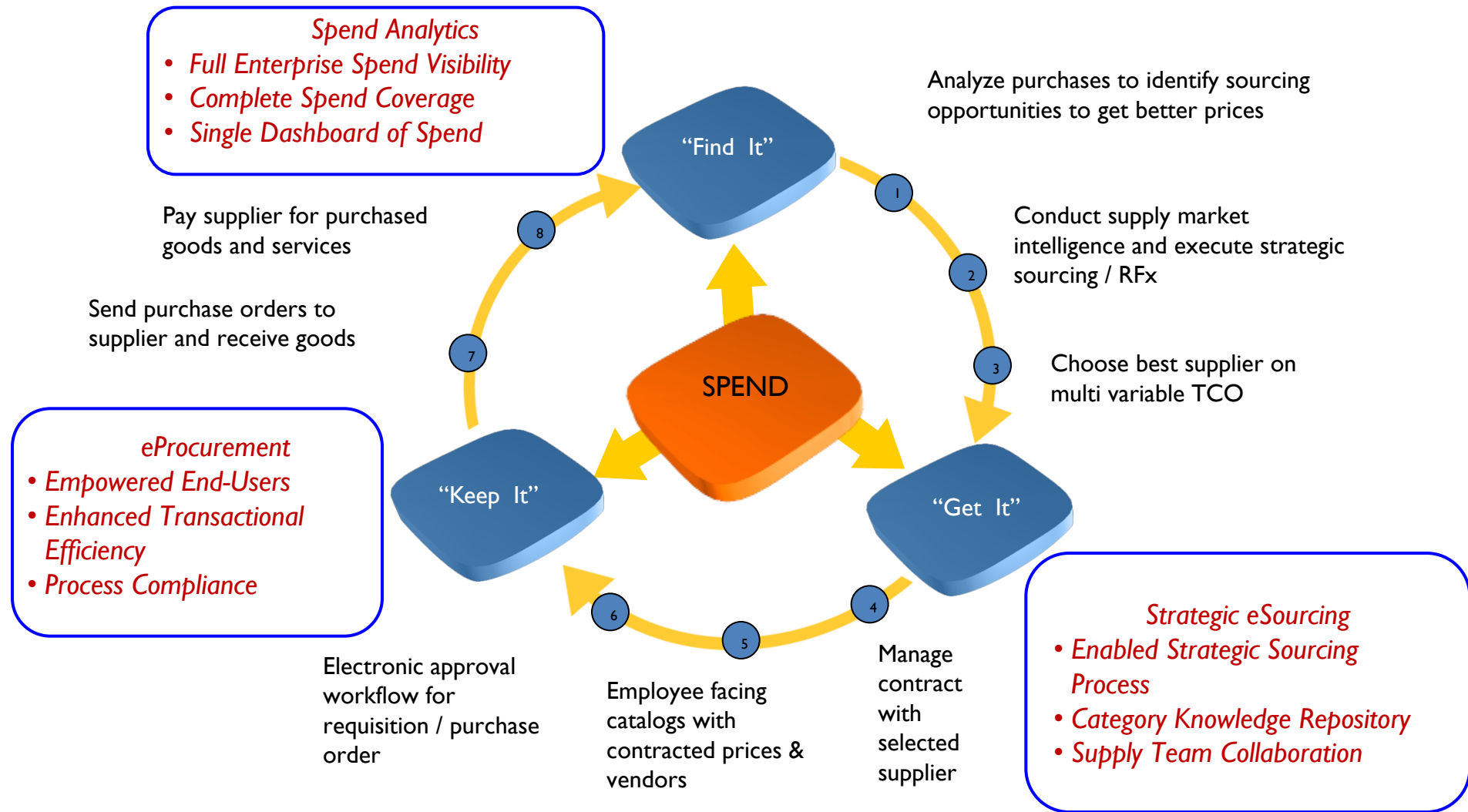
Process Efficiencies

- Reduce procurement cycle time
- Improve procurement staff productivity
- Improve workflow management

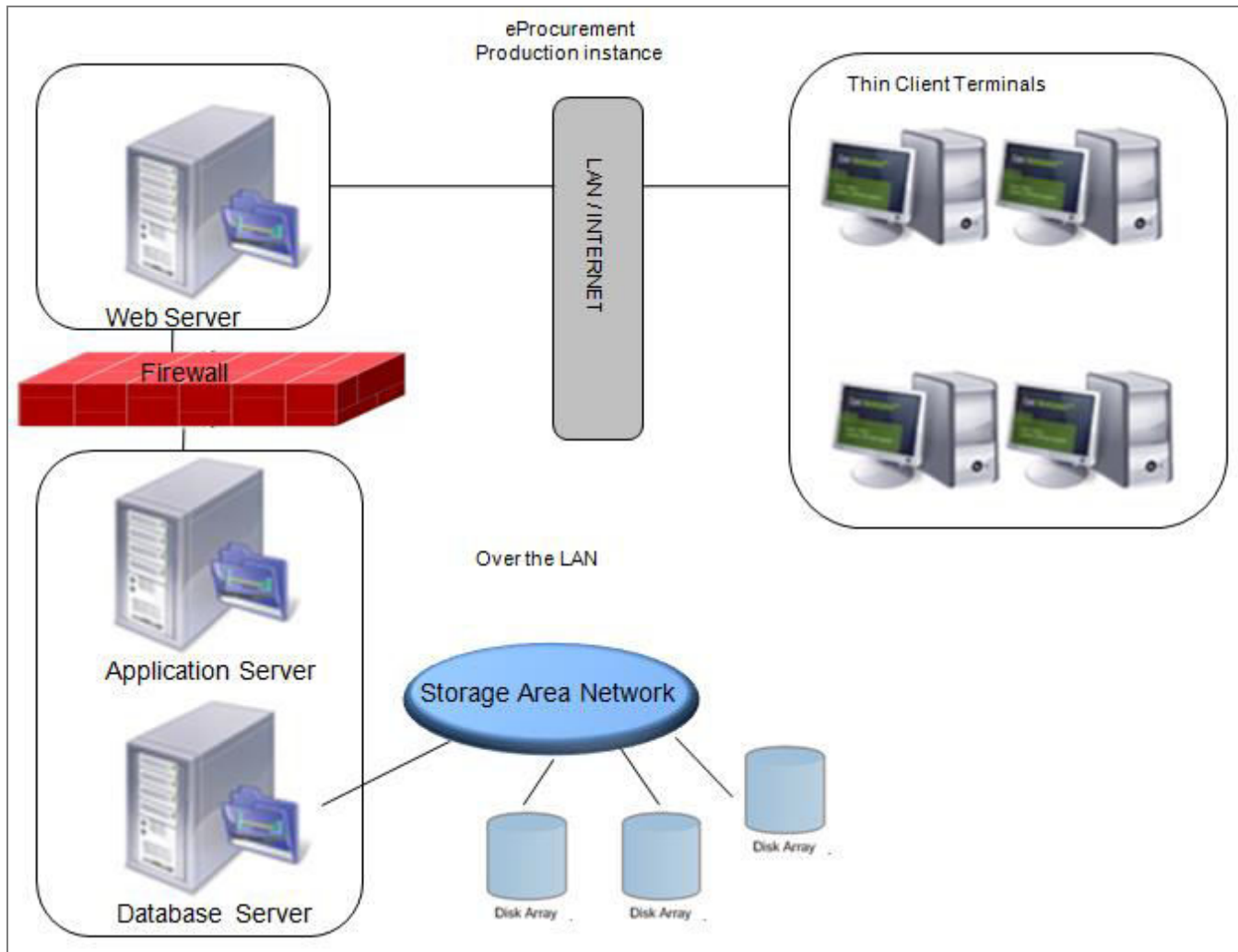
eProcurement Modules

<p>Spend Analysis</p>  <p><i>Purchasing Intelligence</i></p>	<p>Strategic Sourcing</p>   <p><i>Sourcing Sourcing Optimization</i></p>	<p>Contract Mgmt</p>  <p><i>Procurement Contracts</i></p>
<p>Employee Self-Service</p>   <p><i>iProcurement Services Procurement</i></p>	<p>Procure-to-Pay</p>  <p><i>Purchasing</i></p>	<p>Supplier Enablement</p>   <p><i>iSupplier Portal</i></p>

Closed loop eProcurement



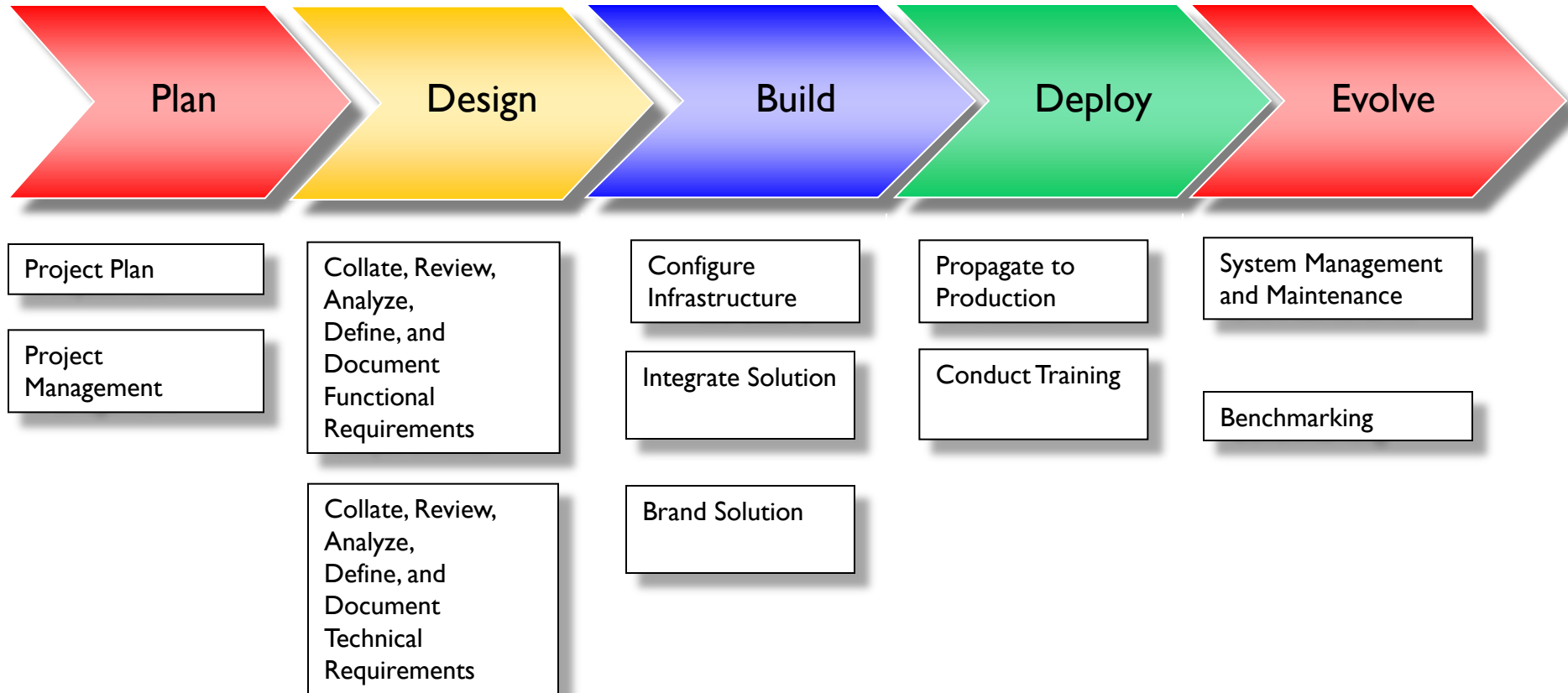
Systems Architecture



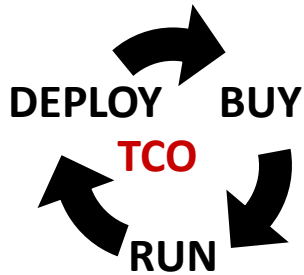
- Fully managed onsite or hosted infrastructure
- Systems maintenance and database backups
- High availability and scalability to ensure performance
- Hosted integration via secure ftp process

Solution Deployment

Methodology, Approach and Processes



eProcurement Managed Services – Outsource Model



- Maximizes time and resources
 - Free up the company's resources to focus on core competencies
 - Gains access to domain and technology experts that will key in maximizing service
- Provides lower total cost of ownership (TCO)
 - No license fees and no computer equipment to buy and manage
 - Implementation and maintenance inclusive
- Ensures service continuity and sustainability
 - No system support headaches, consistent and ongoing maintenance and upgrades
 - Regular, automated and secure data back-up
 - Built for change, use modern technology which keeps quality high and ongoing development and support costs low

Scalable Business Models

Enterprise vs. On-demand/SaaS

Enterprise

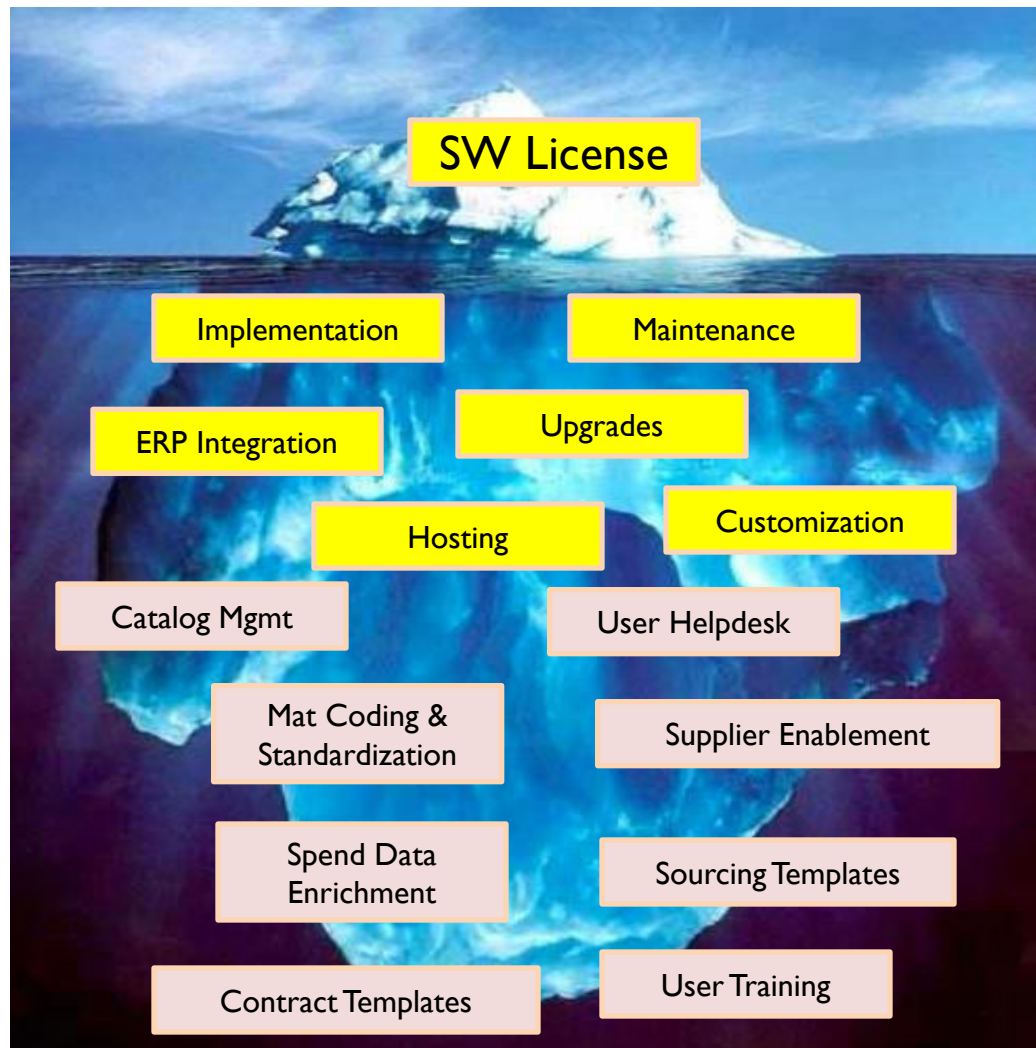
- ◆ Pay upfront license costs,
- ◆ Buy hardware and software
- ◆ Pay annual maintenance
- ◆ Long implementation time
- ◆ A need for dedicated IT team for maintenance and upgrades
- ◆ Always on-premise
- ◆ This can also be on-premise but managed by an eprocurement provider



On-Demand/SaaS/Cloud

- ◆ Pay-as-you-go, Buy-as-you-need, Software as a service
- ◆ No hardware, software to buy
- ◆ No annual maintenance fee
- ◆ Rapid deployment
- ◆ Lower risk
- ◆ 24/7 Helpdesk support for maintenance and upgrades
- ◆ Option of on-premise or off-premise

Success is not about the software. It's the services and support that goes with it

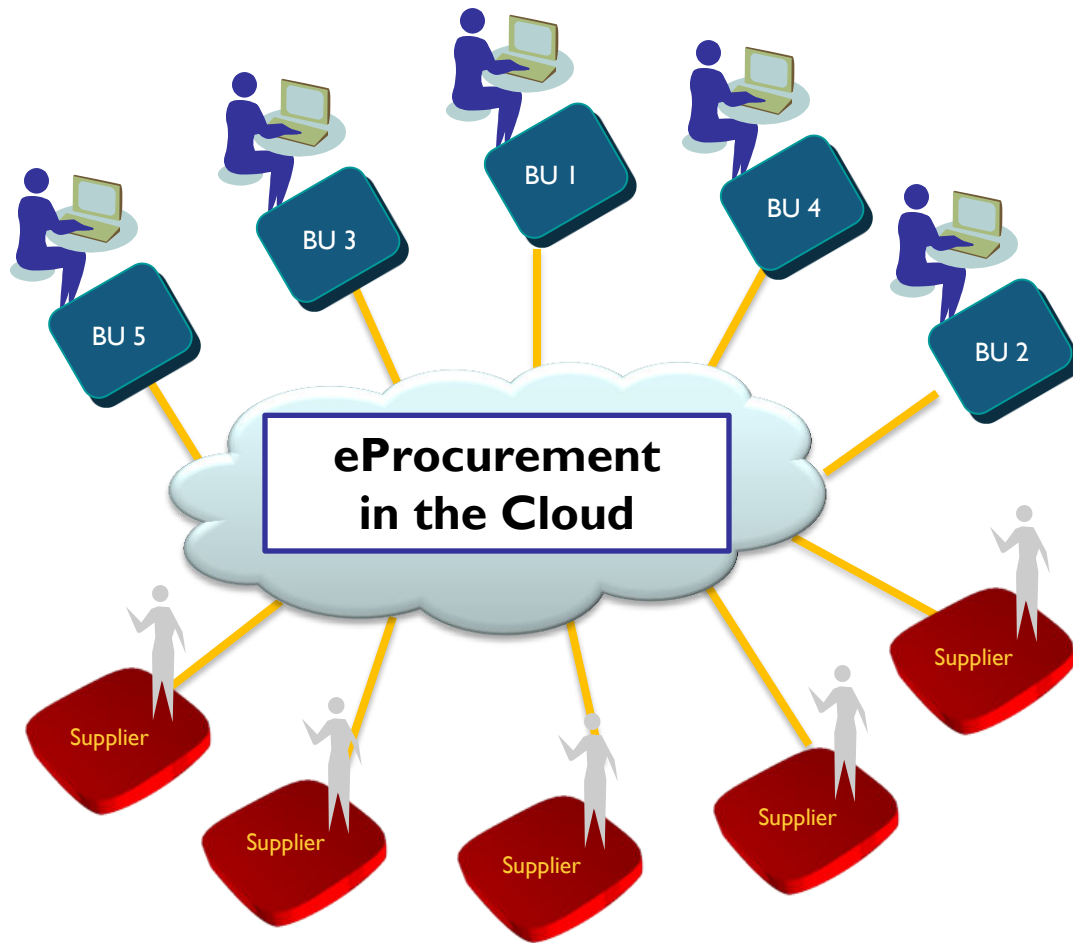


Easy to Determine
But It is Not the Total Cost
of Ownership – Is Not the
Only Consideration

The top contributors to success
would be: implementation, catalog
management, user and supplier
enablement, and helpdesk.

Better Management
Of This Support Services
Increases Chances
for Success

Manage eProcurement on the Cloud



- ✓ **Managed service**
- ✓ **Easy-to-use Web Interface for 100% Compliance**
- ✓ **Infrastructure Freedom**
- ✓ **Real-time Updates**
- ✓ **Available wherever there is a Computer and Internet Access.**
- ✓ **Reduced Risk**

Cost Efficient way to get the solution up and running with a faster ROI.

Corporate Outlook

Aberdeen Group research concludes, within five years companies not outsourcing under performing areas of the procurement function will be at a competitive disadvantage.

-- Aberdeen

Nearly half of the firms surveyed in Europe and the US are considering outsourcing a part of their procurement function

-- Accenture

Procurement outsourcing is shaping up as the next big trend in supply management...service providers offer the economies of scale, category experience, and infrastructure that many firms lack.... Within five years companies not outsourcing under-performing areas of the procurement function will be at a competitive disadvantage.

--Aberdeen

As enterprises find it increasingly difficult to train and staff their internal purchasing organizations, many are looking at procurement outsourcing as an alternative...
...a third of (survey) respondents expect to increase their procurement outsourcing budgets during the next 24 months.

-Gartner, Business Wire article

Procurement Service Providers

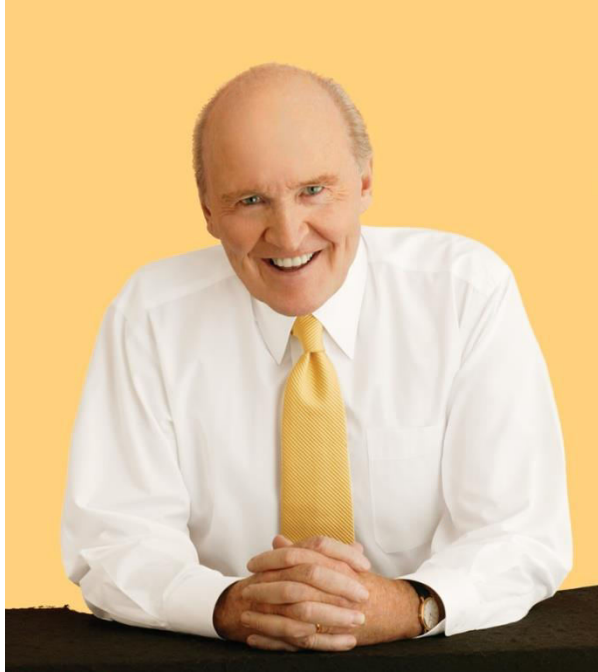
A **Procurement Service Provider**, or **PSP**, is a third party organization or consultant which is used to supplement internal procurement departments. PSP's have their own staffing which assist in a variety of tasks for their clients. These tasks include: strategic sourcing, supply market intelligence, eProcurement service, P2P processing, benchmarking, implementing best practices, supplier rationalization, supplier evaluation and negotiation.

"Enterprises utilizing PSP's have been able to improve spending coverage, reduce costs for goods and services, employ industry best practices, leverage the latest procurement technologies, and streamline source-to-pay processes - all without taking on the risks and assets required to achieve such results. "

Source: Aberdeen Group Research Abstract, You Will Outsource Procurement: Here's Why and How - October 16, 2002



View from the TOP



“Back rooms by definition will never be able to attract your best. We converted ours into someone else’s front room and insisted on their best. This is what outsourcing is all about

Quote: Jack Welch, former CEO, General Electric



Main rationale is...

If the work is not a core competence,

thus it should be done by an organization

for which the work is a core competence!



Strategic Procurement

- Procurement Consulting
- Strategic Sourcing & Category Management
- Spend Analysis & Management
- Benchmark & Research



eProcurement

- eProcurement Procure to Pay Implementation
- Technology Hosting & Helpdesk Support
- eContent/eCatalog Factory & Production
- eInvoicing & Accounts Payable Automation
- Contract and Supplier Performance Management



Procurement Outsourcing

- Indirect Procurement Out-tasking
- Procure to Pay Transaction Processing
- Best Cost Country Sourcing
- Global Procurement Delivery Center



Procurement Augmentation

- Supplier Services, Enablement, & Document Management
- Training & Development
- Executive Search & Staffing
- Procurement and Trading Hub (PATH)

Why the Philippines is a Top Offshore BPO Location

Scalable Talent Pool

- 3rd largest English speaking country
- 100 million population, 36 million work force

Solid US-based Educational System

- 400,000 college graduates per year (28% Business and Accountancy, 21% Engineering and IT)
- 93% Literacy Rate

Cultural Affinity with the West

- Only sizeable colony of the US, 1898-1946
- “400 years in the convent, 40 years in Hollywood”
- 1.4 million immigrants to the US, #3 immigrant group
- American pop culture pervasive (“They get it”)

Service Orientation

- Warm and patient (“They answer the phone with a smile”)
- Highly empathetic, eager to please and not to disappoint
- Cultural bias against conflict

Excellent Communication Skills

- Neutral accent, acceptable to American and British customers
- Familiar with US slang and accents
- Natural rapport building skills

Relatively Low Attrition Rates

- Less than 50%; lower than India
- Unlike India, few other growth sectors competing for talent
- Positive perception of BPO careers (not just for fresh graduates)

From Call Centers, Shared Services to Procurement

Cost Competitiveness

- Labor costs amongst lowest in the world
- All-in costs amongst lowest in the world

Excellent Telecom Infrastructure

- Began deregulating early, in the mid-90s
- Cost of bandwidth has dropped over 85% in last 5 years (from \$14K in 2001 to < \$1.5K per month for E1 lines to US)

Plentiful Quality Office Space

- Abundant and low-cost real estate in several urban areas
- Renters' market today, 1.1 million sq.m. in new supply 2009-2010 of which less than 10% is committed

Tax-Free Holidays

- 4 to 8 year Income Tax Holiday
- Approximately 15% tax rate after lapse of holiday

Strong Government – Private Sector Partnership

- Comprehensive McKinsey-BPAP (Business Processing Association of the Philippines) Roadmap 2010 to achieve \$10+ Billion revenues, 1 million employees

Global Reputation

- Overtaking India (\$4.1 Billion in 12/08 versus \$4.8 Billion for India in 3/08 but faster growth rate due to security and quality concerns about India)
- Positive experiences of captives Dell, JPMorgan, HSBC, Citi and outsourcers Accenture, IBM, Teletech, Convergys, etc.

We have Procurement and Supply Chain Management Covered



Learning

Doing

Certifying



Development Needs Analysis
(DNA)

Learning

Consulting

Strategic Sourcing



Group Buying

eProcurement

Strategic Procurement
And Supply Management

Procurement and
Supply Chain Review

Supplier Discovery

Procurement Augmentation

Certified Strategic Sourcing
Professional (CSSP)

Globally Recognize Certifications

Public Trainings and Conferences

eLearning and eBooks

Individual and Corporate
Membership

Assessment & Certifications



The Power of 3

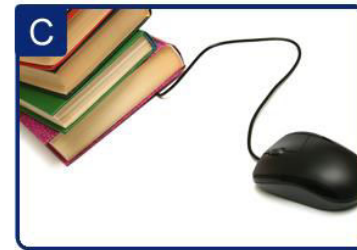
Procurement and Supply Chain Center of Excellence



Create or Refine
Competency Profiles



On-line Competency
Assessment (DNA)



On-line
Toolkit



Tailored In-house
Interactive Workshops



On-line Supply
Chain Academy (OSCA)



Action Learning
& Coaching

Building a Country Brand in BPO - Procurement



Agenda

Background

Introduction

Case Study

Strategic Sourcing

Overview

Process, Methodology & Impact

eProcurement

Models, Types

Reaping the Benefits

Summary

Summary

- » The pressure is rising for procurement and supply chain management to create value, minimize risk, optimize cost for many organizations.
- » Strategic sourcing combined with eProcurement applications positions the enterprise for competitiveness and business sustainability.
- » Global training and certification is key – people, process, enablers and governance. CSSP is a must for the procurement professional.
- » PASIA, TransProcure and ADR SouthEast Asia is looking for partners! – The world is flat.



Thank You!

DARE to **LEAD**
in **PROCUREMENT**
& **SUPPLY**
MANAGEMENT



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