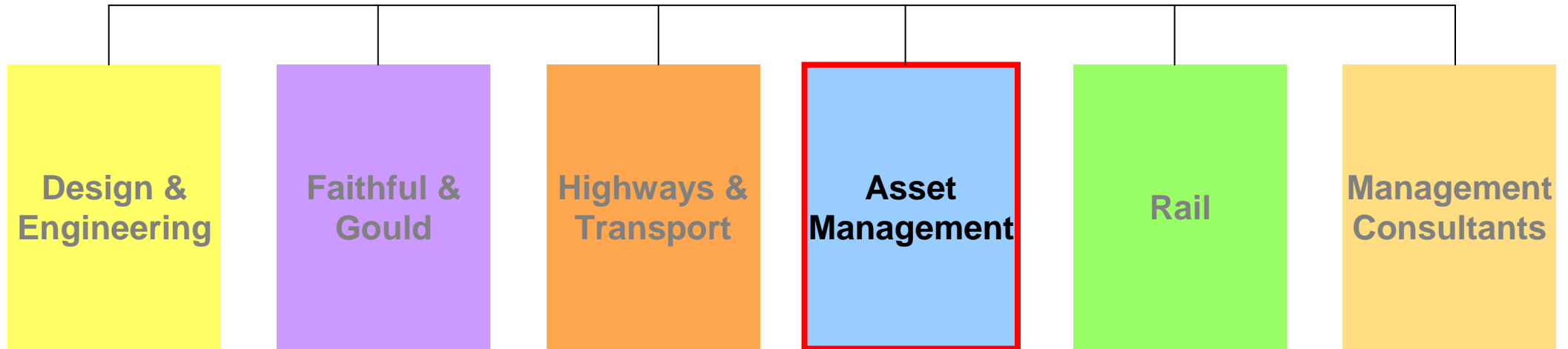


Supplier Relationships

Stephen Caddell

Head of Supply Chain Solutions, Atkins

Atkins PLC



Turnover: **£1.6bn**

Staff: **17,000** (12,000 UK)

Business Strategy: **Plan, Design & Enable**

Asset Management

Asset Management Board

Intelligence
Solutions

Service
Solutions

Life
Solutions

Supply Chain
Solutions

Assured
Solutions

Client
Solutions

Supply Chain Solutions

Spend Managed: **£232m**

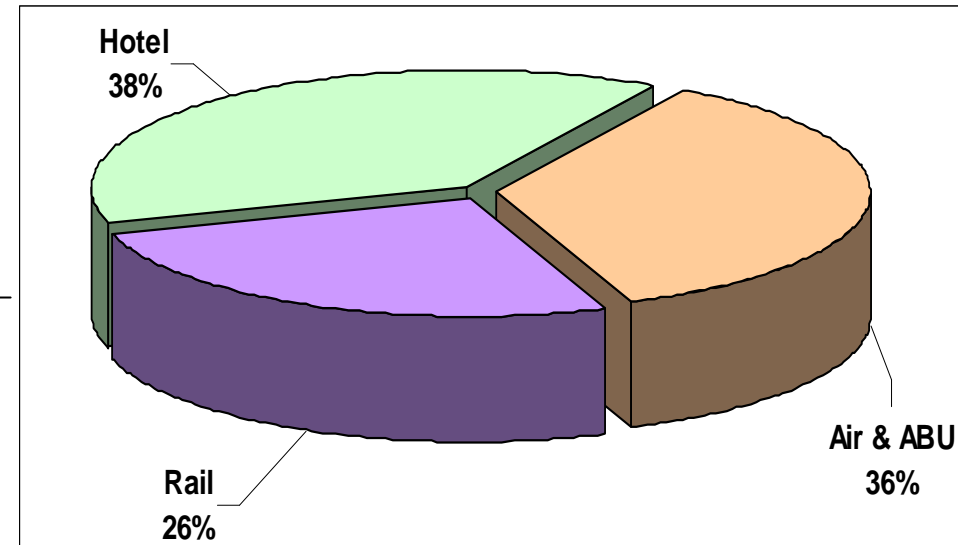
Staff: **57**

Spend categories: **10**

Travel Spend: **£10.8m** pa

Volume Transactions: **82,000**

TMC: **HRG**

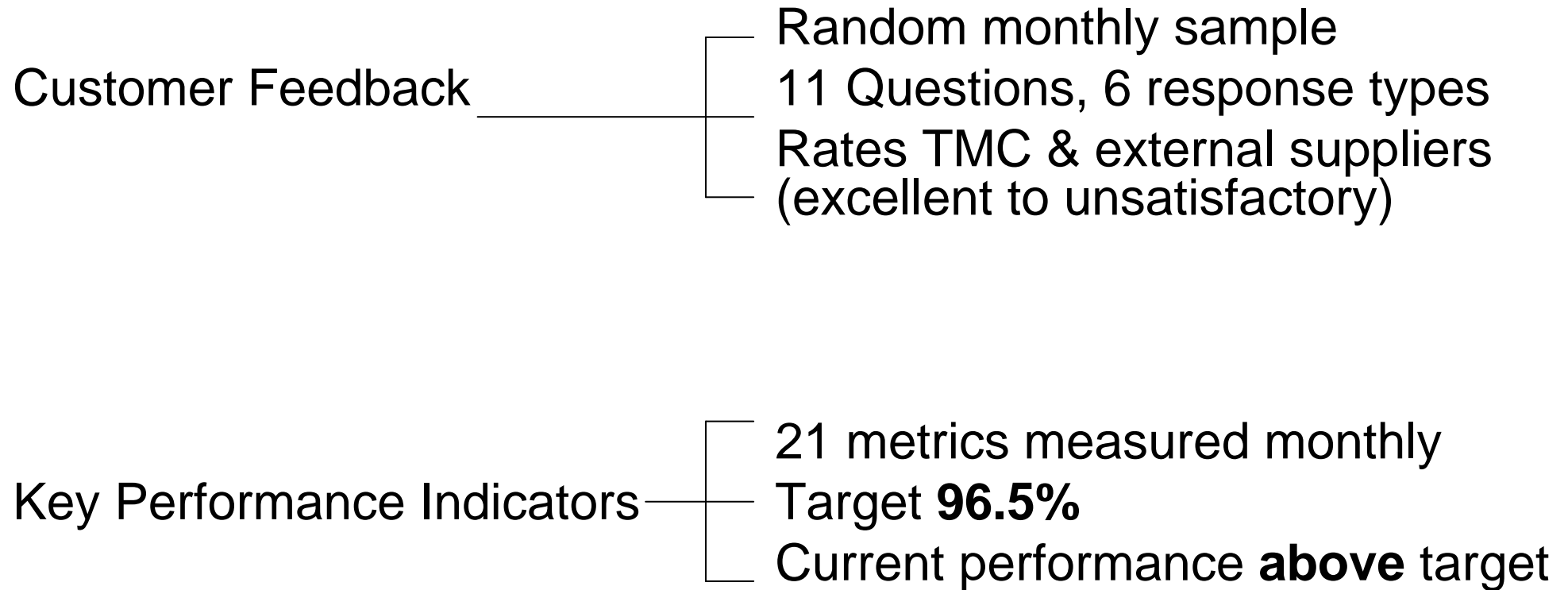


Preferred suppliers in Air & Hotel programmes

Outsourced intelligent booking desk

Travel NOT MANDATED !

Performance Management



Supplier Development

Quantum Organisational
Development Tool

— **10** Competences tested

— **194** Different Metric

— **5** Levels of Maturity

— Gap Analysis against “**Footprint**”

Strategic Partnership Plan

— Leadership and Risk Areas Identified

— 360 Relationship Mode Analysis

— Detailed development action plan

Engagement

Current engagement is **90%** (76% in 2006)

Rather than instruct buyers – we *inform* and *attract*

Engagement by *Selling* benefits

Leakage as a learning & development opportunity

Focus on customer service rather than policing

Outcomes

Total Savings c£1.1m

Reduced Transaction Costs by **16%**

PMS Improvement of **15%**

Influencing Not Mandating