

ANAGRAM

implementing change

Proactive Management of Supplier Relationships

March 2010

“If it ain’t broke, don’t fix it” ??



Supplier Management Hot Tips # 1

1. Don't be commercially complacent

Manage at the Coal Face



Supplier Management Hot Tips #2

1. Don't be commercially complacent
2. Create account managers in the business

Coordinate using a 'Light-Touch'



Supplier Management Hot Tips #3

1. Don't be commercially complacent
2. Create account managers in the business
3. Combine strong Governance with coordinated learning for Account Managers

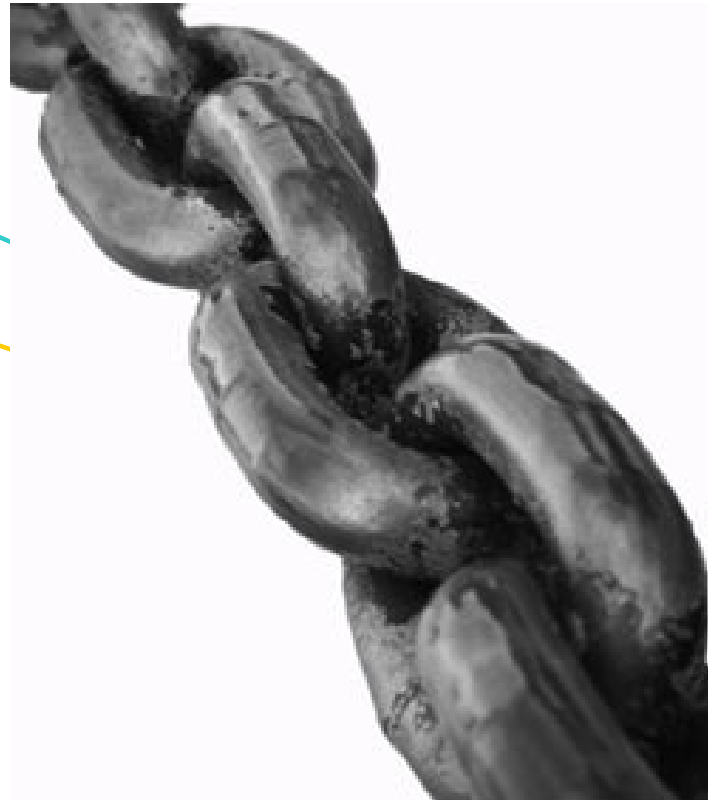
MIS - the Life Blood of Supplier Management



Supplier Management Hot Tips #4

1. Don't be commercially complacent
2. Create account managers in the business
3. Combine strong Governance with co-ordinated learning for Account Managers
4. Build a smooth and efficient MIS

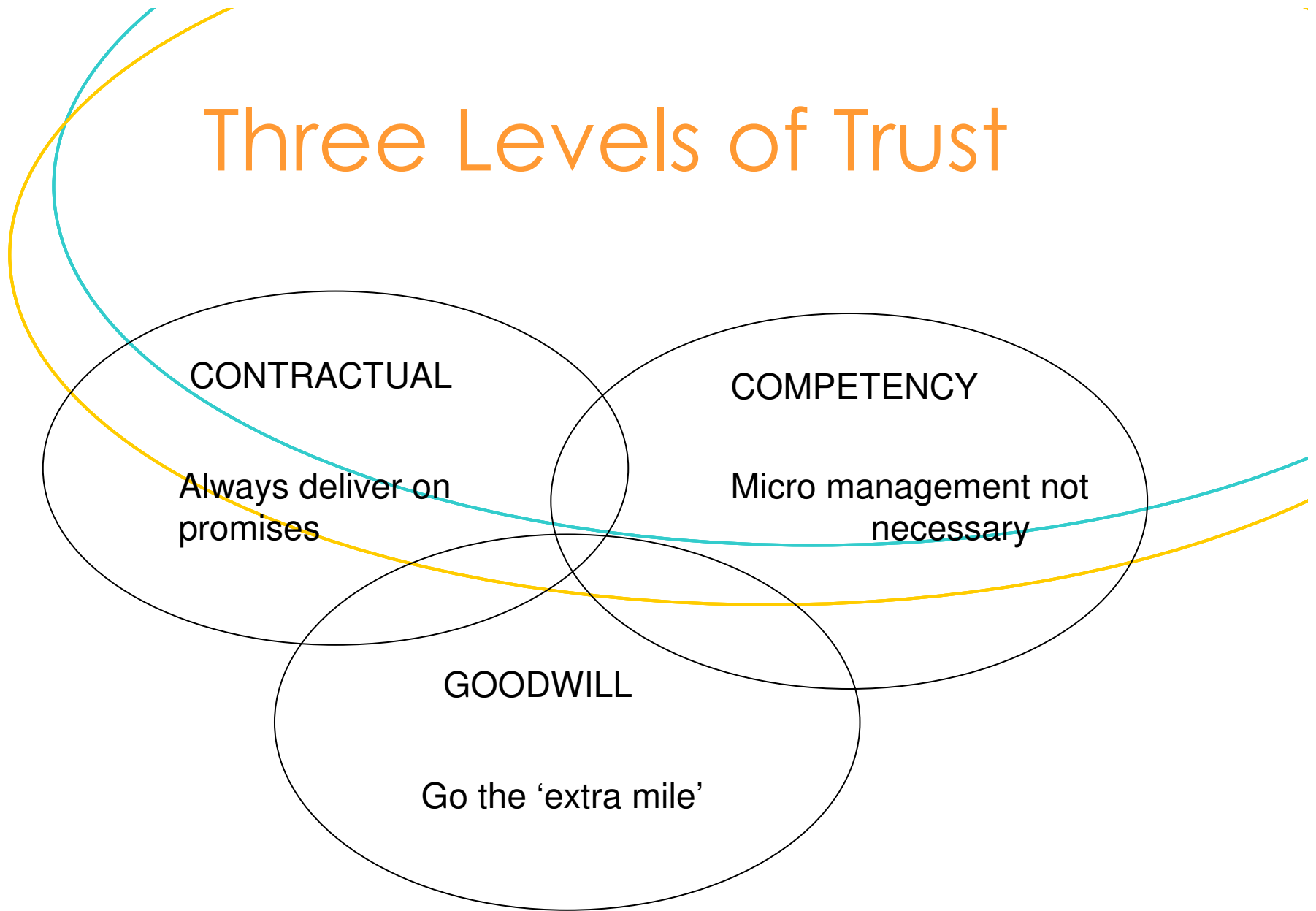
Extract Full Value – be creative!

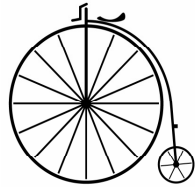


Supplier Management Hot Tips #5

1. Don't be commercially complacent
2. Create account managers in the business
3. Combine strong Governance with co-ordinated learning for Account Managers
4. Build a smooth and efficient MIS
5. Exploit the 'partnership' so that both parties benefit

Three Levels of Trust





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