

PtP SCIP Case Study: JN Bentley

Client: J N Bentley

Project Title: Supply Chain Improvement Programme

Dates undertaken, from/to: July 2022 to January 2023

Project Manager: Helen Carter

The Task
<p><i>J N Bentley were seeking support in upskilling and refreshing the knowledge of their procurement teams in Procurement and Supply Chain Management via our Procurement learning journey of workshops. The aim was to engage with all current procurement staff which in turn supports the changing nature of the procurement function in the organisation.</i></p>
The Action
<p><i>The Supply Chain Sustainability School (School) started out by ensuring the participants undertook the procurement self-assessment of 14 skill/topic areas within procurement as a function and scored themselves ranging from 1 point for minimal knowledge to 5 points for expert level knowledge. The cohort identified for training were then placed on a training path that took them from the basics of procurement through to the more advanced elements including performance management, supplier relationship management and some collaboration training. All the training courses were completed by the team at the end of 2022 and during January 2023, the Supply Chain Sustainability School provided 1-2-1 sessions with the Senior Procurement teams to discuss and provide advice on the developed procurement business plans that would be executed during 2023.</i></p>
The Outcome, Benefit and Lessons Learnt
<p><i>During the training sessions we ran 9 training sessions for 33 individuals. The courses included Introduction to Procurement, Cost & Value for Plant & Materials Procurement, Cost & Value for Subcontract Procurement, SPM/SRM & Collaboration in Procurement, Category Management and Cost & Value for Labour Procurement. This equated to 267 hours of training delivered over the 6-month period.</i></p> <p><i>Whilst the cohort was consistent for the entire syllabus attendees found it useful to understand other aspects of procurement that they were not directly involved with, and some expressed an interest in evolving their careers to undertake other aspects of procurement that they had not thought about.</i></p> <p><i>At the end of the programme 1-2-1 sessions were held with 5 senior procurement team members to review their procurement business plans and provide support and information relating to supplier relationship management processes, increased sustainability inputs, KPIs and team development and capacity building within the procurement teams going forward. There were some common areas for development, the biggest being an approach to managing suppliers and subcontractors that would support ongoing cost and value targets for the organisation.</i></p> <p><u><i>Outcomes from Phase 1 lead to Phase 2 wherein we:</i></u></p> <ol style="list-style-type: none"> <li data-bbox="344 1283 2042 1350"><i>a) Engaging with all levels of procurement staff within J N Bentley and allowing the more senior members of the teams to share knowledge and best practice</i> <li data-bbox="344 1353 2042 1382"><i>b) Identified procurement resources from our School to align with the organisations strategic priorities, namely:</i>

- *Embedding a more collaborative relationship with suppliers*
- *Embedding a more formalised approach to supplier management process that would allow collaboration, innovation and continuous improvement*
- *Working with the supply chain to understand the capacity to address carbon targets*
- *Supporting the plant supplies strategies and connection to the carbon and air quality requirements starting to find their way into client requirements.*

Participant Feedback

- ☞ *A lot of information presented in a very easy to digest manner*
- ☞ *Good introduction. Brought those new to procurement up to speed in terms of definitions, what procurement encompasses, what is expected of them. I suspect it leads on to what's to come very well.*
- ☞ *Understanding how basic procurement strategy can be implemented into everyday procurement. Was also good to understand new things coming up.*
- ☞ *Excellent use of prompts to push us to thinking about the values that can be achieved during the lifecycle of orders we are placing*
- ☞ *Helpful for learning how to build supplier relationships, enforced the importance of communication and collaboration with suppliers*
- ☞ *Learning how to dive deeper into our supply chain and grow closer on a project by project basis.*

Testimonial Quote for use on our website and to submit to CITB, as appropriate

Jake Parker - "The feedback from the team has been overwhelmingly positive about the programme with everyone getting a great deal out of it which can be evidenced through the savings achieved during the period. All of the team were very complimentary about Helen and Dyannes teaching style and found the sessions to be easily accessible, informative and applicable in their day to day roles. The consultancy hours also proved to be very useful as they allowed for the teams to get outside expertise on the business plans for their areas and to refine them to ensure they deliver the best results for the business in 2023."

Mark Greaves, Lead Buyer - "You can tell Helen & Dyanne have a wealth of knowledge in this industry and this comes across well during the sessions where they regularly share their past experiences, whilst also engaging the team to share theirs too. All in all the sessions were really beneficial for our team as a whole."

Jake Parker & Dean Holmes - Date: 27th March 2023