

# PtP SCIP Case Study: Laing O'Rourke/Crown House Technologies

**Client:** Laing O'Rourke

**Project Title:** Supply Chain Improvement Programme

**Dates undertaken, from/to:** March to Sept 2022

**Project Manager:** Mellita D'silva

<b>The Task</b>
<p><i>Laing O'Rourke were seeking support in upskilling their procurement team via our Procurement learning journey of workshops. The participants ranged from beginner to advanced level of experience and expertise and included for project procurement managers as well as central procurement category managers.</i></p>
<b>The Action</b>
<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. After analysing the scores of the 14 participants (category managers, assistant procurement managers, procurement managers, plant &amp; materials buyers – MEICA, Civils and Operations) and discussing with the executive sponsor from Laing O'Rourke, we jointly ensured the participants attended the workshops that most suited their training needs and requirements. The workshop topics were – Introduction to Procurement, Value through Plant &amp; Materials Procurement, Value through Subcontract Procurement, Supplier Performance Management, Supplier Relationship Management and Collaboration in Procurement. We used the 5 workshop days to run the workshop sessions and the consultancy days to run the self-assessment, workshop allocation and 1:1 sessions with participants who are new to subcontract procurement and needed to understand the process and the concepts better.</i></p>
<b>The Outcome, Benefit and Lessons Learnt</b>
<p><i>The workshops provided a forum for participants to learn in a way that added to their existing CIPS qualifications and modules, with real life and project examples. The sessions also provided a chance for newcomers to the team and procurement professionals to hear what the senior team members contributed and learn from there. The interactivity of the workshops helped to seal concepts and process steps in the participants minds. The benefit of these workshop sessions was that it enriched what participants were doing in their day jobs by helping them connect to other project good examples and lessons learned to ensure tools like the due diligence, collaboration and supplier performance management are given more priority.</i></p>
<p><i>We have gathered examples of how the delegates have put their learning into practice from the executive sponsor of this project:</i></p> <ol style="list-style-type: none"> <li><i>a) Upskilling of professional and best practice methods</i></li> <li><i>b) Contract knowledge of subcontract procurement</i></li> <li><i>c) Upskilling around supplier relationship management technics</i></li> </ol>

- d) *Data management*
- e) *Risk Management*

*For Laing O'Rourke, the PtP programme has delivered tangible and measurable benefits, which can be attributed to learning being implemented and better procurement practices.*

#### **Participant Feedback**

- ☞ I thought the training was in some areas positive and many of the examples provided were helpful to understand the learning points. Thanks for your time through this process I have appreciated the opportunity to be part of the process.*
- ☞ examples were excellent and easy to remember the content because of this*
- ☞ The interactive nature and examples given.*
- ☞ Free flowing of the training punctuated with discussions and surveys, kept things interesting*
- ☞ I thought the course was helpful and provided useful context behind my role within Procurement. Use of best practice to apply to certain aspects of my role has improved my efficiency and expertise as a Procurement professional in my opinion.*

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

*With an increased focus from the government on construction procurement activities a training platform like this enables us to upskill our team. The programme providers outlined a clear education path for our team members in supply chain improvements and technics, we were instantly impressed by course content and overview of the value this would bring to the individuals attending and our organisation.*

**Written by (Name/Position): Kevin Horner, Procurement Operations Lead**

**Date: December 2022**