

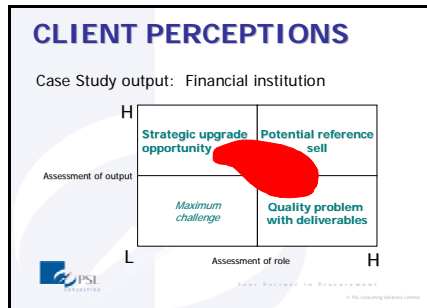
Engaging your internal clients



Whether you've taken a 'mandates' or 'marketing' route to your customers we can help you engage with them more effectively

Our **Role & Output model** establishes perceptions

Our **Active Consultant tool** builds effective responses...



Why not use our **Role & Output model** to conduct a perception survey of Procurement amongst internal clients/stakeholders? Our model determines a view of procurement's **role** (that is the importance of procurement - as a discipline - in its contribution to your organisation's ultimate output) and **output** (that is the effectiveness of the Procurement department itself)

You can then apply our unique **Active Consultant** tool to deliver effective, practical responses and so enhance your internal client engagement. It has four key steps...

It begins with a definition of a procurement strategy and a **Strategy** statement of 'good practice'

Whether basic or sophisticated it should be aspirational... setting out the mission and the means to achieve it

Having established the strategy, then the role of Purchasing must be to **Audit** compliance

The Purchasing team might not execute every transaction, but must ensure that procurement projects are executed appropriately, professionally and with due regard to the good practice defined at stage one

It's not all inspection **Troubleshooting**

It's also about assistance, support and above all leadership

And finally there's coaching... **Coaching**

...leaving your customer with better skills

Our engagement tools are designed to propel you up the **development curve**

About PSL Consulting

PSL Consulting specialises in procurement and the supply-chain. Since 1994 our consulting team has been defining, developing and delivering strategic, operational and category-related solutions and services to private and public-sector organisations throughout the UK.

Our integrated and holistic solutions and services include...

- **health checks** designed to unlock improvements in strategy or operations
 - **best-value** services to help you take procurement forward
- discrete **category** support projects or a broad strategic sourcing analysis...
...including hands-on **negotiation** of specific contracts with your providers
- **options analysis** ranging from simple make-or-buy through to full market testing
 - advice on interpretation of **EU/WTO** rules & guidelines
 - commercial **risk** assessment & management
- senior **interims** with the skills & experience to make an immediate impact
- **completed-staff-work** training to sharpen up communications & decision-making
- practical one-day **improvement** workshops: '**A better way to buy Social Care**'
'**Contract Management**'
 - our unique **social care price & benchmarking software tool**

We have no standard approach. Instead we adapt our ideas and solutions to meet your organisational and professional procurement needs. Our value comes not just from the accumulated skills and expertise of our practitioners but also from our long and successful track record with a **wide range of clients** including...

- Carnival Cruises
- Buckinghamshire County Council
- City of Bradford Metropolitan District Council
 - Clarks Shoes
 - Exeter City Council
 - Insys
- Kirklees Metropolitan Council
 - LNG Transco
- London Borough of Hillingdon
- London Bus Services Limited
- Reigate & Banstead Borough Council

Your Partner in Procurement



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