

Durham University Facilities and Services Engagement breeds success

Section 1 About the project

Summary

Looking to continually improve, Durham University's Procurement Service has worked collaboratively with senior management, suppliers and internal stakeholders to improve the corporate, social and environmental responsibility (CSER) of the University. This has been achieved through the creation of policies and procedures, as well as supplier engagement events.

Project partners

All Procurement Service staff were involved in this initiative, with support from suppliers, internal stakeholders and senior management.

Section 2 The results

The problem

Continual improvement is at the heart of what the Procurement Service aims to achieve. The creation of the strategic sourcing strategy helped to improve the planning of tenders and contracts, giving better knowledge and understanding to procurement staff and internal stakeholders. In addition, the revision of the CSER policy has helped to encourage suppliers to be part of the solution.

The approach

Supplier engagement was vital to achieve an improved responsibility to corporate, social and environmental issues. Through contract review meetings, tender briefings, suppliers exhibitions, supplier development and more recently supplier recognition, the Procurement Service has developed a partnership approach, which delivers improvements in contracts that can be measured and reported on. These benefits have been financial (through economic savings), social (through working with local suppliers and workforce) and environmental (through reduced carbon footprint).

Our goals

The intention has always been to improve, not stand still. Better contracts, that are more proactively managed and deliver better outcomes have been achieved, and are continuing to be achieved. Suppliers understand what is expected of them through contract review, and they are keen to bring improvements to the contract. Contracts are very much owned by the University (not just the Procurement Service) and the Suppliers.

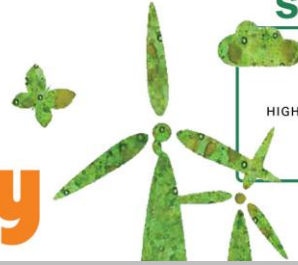


Profile

- HEI
- Student population
15,322
- Staff 4,000
- Urban

Category supported by





Obstacles and solutions

A need to further develop the Responsible University Framework to include additional critical areas.	A task and finish group exists to ensure that this University wide document continues to address all aspects of corporate, social and environmental responsibility, as well as ethics and governance.
Communication of the Responsible University Framework needs to ensure that all staff are aware of its importance.	A task and finish group exists to review communication of this document, to ensure that all staff understand where their responsibilities lie.
Communication of the work in the Procurement Service needs to continue to ensure that all internal and external stakeholders understand the value adding work undertaken.	With the implementation of the strategic sourcing strategy and the category management structure, a large amount of stakeholder engagement will take place over the next 12 months to ensure stakeholders understand the benefits, and how they can assist in improving delivered outputs.

Performance and results

Performance of the strategic sourcing strategy is measured through a set of KPIs, and a set of balanced scorecards deliver results on staffing and process. Continual measurement is important to ensure that performance continues to improve.

Section 3 The future

Lessons learned

More collaboration and more communication is required to ensure that projects are not just Procurement led, but University led and understood. This will help to alleviate the perception that the work is too broad for just one area.

Sharing your project

Through our article "Buy In" in the University publication "Dialogue" and through the work of the Greenspace office, it has been communicated several times that we were a finalist.

What has it meant to your institution to be a Green Gown Award finalist?

This is the 3rd time that the Procurement Service has been a finalist, the previous twice we were winners in the sustainable procurement category. Due to the impacts that procurement can make to an organisation's environmental efficiency, we feel it is important that the sustainable procurement category is resurrected for 2014.

Further information

(Include contacts details, social media links, website address)

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