

WHITBREAD

Streamline Supplier Management

“Trade Interchange’s ARCUS® modules are a key tool in helping us realise efficiencies in terms of cost and time across many of our critical business processes.”

Dan Urwin, Head of Procurement and Supply Chain Performance, Whitbread

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Hours a week procurement spend chasing suppliers for information – Industry figures for food and beverage organisations



Whitbread’s procurement team want to ensure they are selecting suppliers of the **highest standard**, who are compliant with company and government requirements, while achieving the **best market value** for the goods they purchase.

Supplier assessment comprises of **collecting**, **reviewing** and **approving** a large number of documents to validate the responses to configurable questionnaires to which suppliers have responded. Inviting suppliers to complete questionnaires and provide supporting documentation can be a time-consuming, repetitive task with the potential to incur re-keying errors if completed manually.

Challenges



Ensure suppliers are of the highest standard and provide good quality products



Prove supplier compliance with legislation such as the Modern Slavery act



Guarantee suppliers comply with company policies and strategy, for example sustainable and ethical sourcing



Protect company brand and reputation by assessing suppliers financial risk and capabilities

Time spent chasing suppliers for information is often prolonged if other departments are required to approve suppliers. This prevents procurement teams from focusing on sourcing, negotiation and achieving the best market value.

CEB Procurement Leadership Council

To increase confidence in the supply chain, Whitbread implemented: ARCUS® SIM, eRFX, eAUC, SCM



Whitbread's procurement team are able to use information gathered by ARCUS® SIM to choose suppliers with which to do business, ensuring all potential suppliers are prequalified and adhere to company requirements.

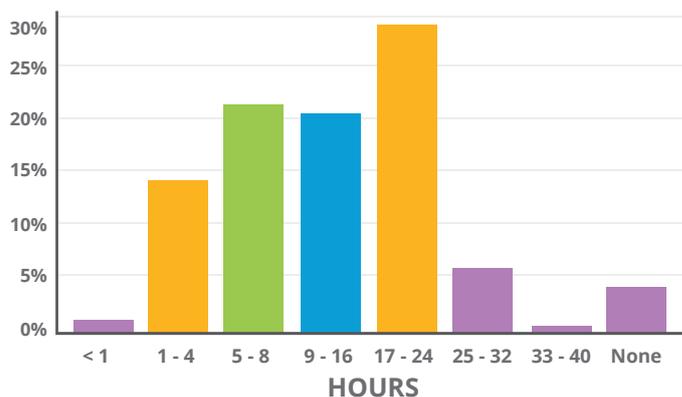
Once a supplier has been approved, the procurement team have confidence in the suppliers' capabilities. Whitbread can then utilise ARCUS® eRFX and/or eAUC to assist with supplier negotiations.

How has ARCUS® SIM aided the procurement department?

Using ARCUS® Supplier Information Management, (SIM), Whitbread is able to on-board suppliers and directly collect information such as their insurance documents, Modern Slavery statements and industry-specific certifications.

SIM is able to collect large volumes of data specific to supplier risk level, financial status and company requirements by using configurable questionnaires, allowing Whitbread to request additional information specific to their company such as evidence of sustainability in the supply chain and ethical trading.

Suppliers directly enter the information required and upload supporting documentation, enabling suppliers to be assessed without the need to re-key any information. Information collected by SIM is centrally stored in a suppliers' individual portal alongside any other information, which can be remotely accessed at any time by all key stakeholders.



A survey conducted by 3GEM found procurement teams in the food and drink industry were spending between one and two days a week on average chasing suppliers for information.

60% increase in procurement ROI from comprehensive supplier management process. CEB Procurement Leadership Council

Benefits

- Confidence in suppliers' compliance and their required capabilities
- Allows collaboration between departments while removing silos of information using a seamless and streamlined solution
- No re-keying of information, while reducing the time-consuming and repetitive act of chasing suppliers for information
- Reduces time taken to approve suppliers, enabling more time to be spent on supplier negotiations ensuring best market value is achieved
- Part of a strategic sourcing solution which delivers confidence in the supply chain

