



WHITBREAD Streamlines Supplier Performance Management

54%

of companies surveyed said they do not use supplier performance management software



Whitbread is a household name within the **hospitality industry**, and they regularly work with a large number of suppliers across their hotel and restaurant businesses, therefore, it is essential for the procurement team to be able to efficiently **collect data** and **evaluate supplier performance** in a robust, yet streamlined manner.

Whitbread was previously collecting supplier performance data through spreadsheets, which meant they were using a less organised and efficient system. Supplier reviews also had to be conducted on a largely manual basis. This didn't allow for the comprehensive and visual overview of data that Whitbread required to evaluate supplier performance.

Without an effective system in place to manage their supplier performance, Whitbread was losing time to inefficient processes.

Challenges



To be able to **score suppliers** based on the **KPIs** which matter most to Whitbread.



To automate the process of sending supplier scorecards to be completed.



To be able to share **supplier performance data** across a number of platforms.



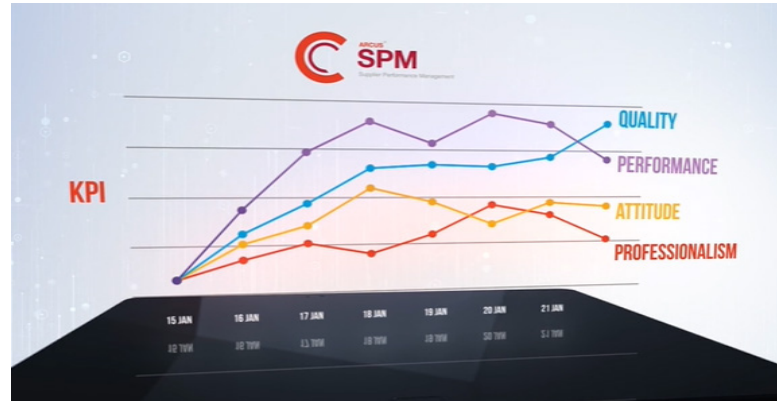
To have strong visibility over their supplier performance data.

Whitbread required the implementation of a robust, comprehensive system to enable supplier performance data to be collected and evaluated in an efficient and streamlined manner.

To increase confidence in their supplier performance evaluation, Whitbread implemented:



WHAT KPIS CAN YOU MEASURE SUPPLIER PERFORMANCE AGAINST?



How has ARCUS® SPM aided Whitbread?

ARCUS® Supplier Performance Management (SPM) is a cloud-based solution that allows users to evaluate their suppliers against their preferred SLAs and KPIs, providing the user with a clear overview of performance across different areas including; commercial, compliance and thought leadership.

Using the solution, Whitbread are able to automate the process of sending out scorecards to be completed internally on a quarterly, monthly or annual basis, with different scorecard templates and varying questions used across different teams. The internal recipient of the scorecard evaluates the supplier based on each of the KPIs, and a percentage is calculated to represent supplier performance overall.

Whitbread are then able to review and evaluate their supplier performance data using the SPM dashboard, which visualises the data collected from most recent scorecards, allowing Whitbread to track the changes in supplier performance over a period of time, identify any causes for concern, and bring them up with the supplier. This data can be exported and sent across departments, meaning the data is easily shared with relevant stakeholders.

Benefits

- An advanced scorecard system which allows Whitbread to measure supplier performance against their preferred KPIs and SLAs.
- Templates to ease the process of creating and sending out new scorecards.
- The ability to automate the process of sending out scorecards to be completed on a quarterly basis.
- Increased visibility over all supplier performance data across all completed scorecards through the 360° view.

15%

Up to 15% in contract savings can be achieved through good supplier performance management – Spend Matters

“ARCUS® SPM allows us to comprehensively manage and evaluate supplier performance across our departments, based on the KPI's and SLA's which matter to us the most, meaning we can consistently evaluate suppliers and track any changes in their performance.”

Dan Urwin, Head of Procurement - Performance / Corp Services / Utilities / IT, Whitbread

Our SPM customers include:

