

PROCUREMENT BENCHMARKS AND BEST PRACTICES

Study Overview

RESEARCH OVERVIEW/STUDY SCOPE

Successful procurement operations are viewed as strategic functions within their organizations. APQC's [Blueprint for Success: Procurement](#) is designed to provide an in-depth resource for organizations seeking to engage in procurement process improvement, cost savings, increased customer satisfaction, and overall achieve best-practice performance. The *Blueprint* will include:

- ◆ a framework for procurement activities and how they relate to the enterprise;
- ◆ key measures for cost effectiveness, cycle time, process efficiency, and staff productivity;
- ◆ the latest benchmarks for performance; and
- ◆ case studies demonstrating how leading organizations have achieved their performance levels.

The case studies are designed to understand the drivers and practices behind the top performance of successful procurement organizations.

STUDY SCOPE

The metrics data for the *Blueprint* generates from APQC's [Open Standards Benchmarking[®] database in procurement](#), which is based on APQC Process Classification Framework[®] Procure Materials and Services, comprised of four processes: develop sourcing strategies, select suppliers and develop/maintain contracts , order materials and services; and manage suppliers. The focus for this research project is primarily on direct (as opposed to indirect) procurement.

TARGET ORGANIZATIONS FOR CASE STUDIES

APQC is seeking to conduct phone interviews with top-performing organizations and award-winners in procurement to learn more about their best practices.

Target participant titles could include or contain:

- ◆ CPO (chief procurement officer)
- ◆ Procurement Director/VP/Head
- ◆ Category Manager
- ◆ Purchasing Director/VP/Head
- ◆ Sourcing, Strategic Sourcing
- ◆ Supplier Relationship Management
- ◆ Supply chain

For more information, contact Cathy Hill at chill@apqc.org or +1-713-685-4652.

ABOUT APQC

APQC helps organizations work smarter, faster, and with greater confidence. It is the world's foremost authority in benchmarking, best practices, process and performance improvement, and knowledge management. APQC's unique structure as a member-based nonprofit makes it a differentiator in the marketplace. APQC partners with more than 500 member organizations worldwide in all industries. With more than 40 years of experience, APQC remains the world's leader in transforming organizations. Visit us at www.apqc.org, and learn how you can make best practices your practices.