


PMMS Asia Pacific support a procurement team in developing improved relationships with managers in the business

Client	Situation	Approach	Benefits
<p>Australian resources company</p> 	<ul style="list-style-type: none"> • An external benchmarking study had identified that the procurement community were regarded with some scepticism by other managers in the business. • The potential role of procurement in the business was being undermined by memories of previous procurement failures, and by the nature of the communication between procurement and the business which was primarily indirect in nature. 	<ul style="list-style-type: none"> • PMMS Asia Pacific recommended a programme of face to face communication between procurement staff and line managers in the business. • A “first line manager briefing” was developed by PMMS with the client, over a period of weeks. • The briefing was then taken “on the road” and delivered to hundreds of first line managers across the business on a site by site basis 	<ul style="list-style-type: none"> • The intended goal was to create relationships and to end the cycle of mistrust that had been identified as a potential contributor to poor take up of contractual agreements. • In practice, the willingness of the procurement staff to “face the music” and listen to the concerns of the managers created numerous opportunities for simple things to be put right quickly, and for a new level of trust and dialogue between operational managers and procurement