

Scotland Excel - Organisational Goals and Objectives 2008 / 2009

Scotland Excel has ten main strategic objectives to meet in its first year of operation. These are:

1. Deliver Best Value, Collaborative Contracts – Wave 1

Lead and co-ordinate the delivery of the wave 1 contracts as set out in Appendix 1 of the business case and deliver benefits in line with the estimates set out in the business case.

All contracts will be delivered using the Scottish Government's Strategic Sourcing Toolkit methodology and the contract award process which was developed in consultation with key stakeholders during the project phase.

2. Deliver Best Value, Collaborative Contracts – Wave 2

Lead and co-ordinate the development of wave 2 contract opportunities and produce detailed action plans following consultation with local authority users, suppliers and appropriate associated bodies for the 4 priority areas identified - construction, care, financial services and heavy vehicles.

3. Improve the level of best practice procurement by providing appropriate training programmes

Lead and co-ordinate the development of consistent, cost effective and customer focused solutions to address the procurement training needs of the local authorities. The target is to provide 1,000 training days to local authority members during 2008/2009.

4. Improve the level of best practice procurement by developing and promoting other professional development initiatives.

Link all training into the Scottish Government's competency framework and where appropriate professional learning modules i.e. Chartered Institute Purchasing & Supply (CIPS). A number of initiatives will be developed for delivery in 2008. These include

- CIPS Qualifications/learning sessions/ links to professional learning support and potential delivery of CIPS modules towards qualifications
- Develop easier access to learning/ coaching and mentoring scheme
- Skills Assessment Toolkits
- Development of appropriate knowledge management systems

5. Improve Supplier Development, Engagement and Management

Develop, in consultation with the local authority procurement managers and other key stakeholders, a consistent and appropriate supplier relationship management strategy which will drive improved supplier and buyer performance.

This will include improved communication with our suppliers, the development of more consistent and simplified processes for dealing with the sector, improved contract monitoring and post award reporting and the inclusion of ongoing improvement targets in key contracts.

6. Support the development of new and improved systems and technologies to drive further process efficiencies and reduce or eliminate of non-value added activities from the procurement cycle

Deliver the Scotland Excel IT strategy that has been developed to define the technological direction that will be taken by the organisation to meet its stated vision. The key focus of the strategy is on:

- the implementation of systems to support business processes including de Customer Relationship Management and Supplier Relationship Management & Contract Management systems
- increasing the quality and availability of management information
- increasing the use of web-enabled systems; and
- enhancing existing support arrangements including development of electronic catalogues to meet customer requirements

7. Provide excellent customer service

Scotland Excel will operate a helpline to assist customers with any issues relating to their requirements. Details of contract, product and pricing information will be made available to customers through the production and distribution of electronic and paper based catalogues to meet customer demands.

Relevant up-to-date informative material on contracts and suppliers will also be available on the Scotland Excel web site that will be developed to meet customer and supplier requirements.

We will actively seek customer and, where appropriate, supplier feedback at each stage in the procurement process and built the feedback into our plans to ensure continuous development and improvement in our operations.

8. Communicate clearly with all stakeholders to ensure effective delivery of our objectives

We will do this by continuing to implement the communication strategy that was developed by the project team and signed off by the project steering group.

9. Implement effective and customer focused policies, processes and procedures

This will include enhancing the policies that govern us and developing and streamlining the processes and procedures that we adopt. It will also incorporate the use of the Strategic Sourcing Toolkit, e-procurement systems and other available or emerging technologies that will enable efficiencies in our processes to be achieved.

It will also include the further development of appropriate policies including corporate social responsibility, environmental, health and safety, quality and sustainability issues to ensure effective and best practice procurement.

10. Develop a skilled, professional, innovative and customer focused team

To develop a motivated team who will lead the collaboration with our key stakeholder to deliver our shared objectives.