



# The Global Standard for Procurement and Supply

Version 3.0 – Published 2017

Leading global excellence in procurement and supply

# Segment 8.1 Delivering Value

**Level:** Tactical

**Theme:** Metrics & Measurement

Knowledge: Will know and understand	Capabilities: Will be able to
How to balance value criteria, as appropriate to the procurement of goods or services in areas of responsibility	Analyse value criteria and suggest ways to achieve a balance, to the procurement of goods or services in own area of responsibility
How to measure achieved savings of goods and services to recognise efficiencies	Analyse data to report savings achieved when procuring goods or services
How to compare forecasts with actual expenditure to control expenditure	Analyse data showing forecasts for actual expenditure and examine variances between forecasted and actual expenditure, taking account of market trends
How to assess the quality of supplies of goods and services to ensure that quality standards are achieved	Analyse reports and data related to the quality of goods and services supplied, and take action with suppliers or other stakeholders to remedy and prevent quality variances
How to measure internal and external lead times of supplies	Monitor internal and external lead times and take action to remedy delays and improve lead time performance

## Knowledge: Will know and understand

## Capabilities: Will be able to

How to measure the performance of supplies of goods and services

Anticipate and identify contractual delays or variations and take actions to remedy performance issues and improve lead time performance, escalating when necessary to the contract manager

How to achieve functional targets in procurement and supply

Collate data required to fulfil targets for improving the performance of the procurement and supply function

How to measure service levels for supplies of goods and services

Compare service performance against planned service levels and take action to improve performance

## Related CIPS Knowledge Links

[Value Generation - http://www.cips.org/en-GB/Knowledge/Procurement-topics-and-skills/Efficiency/Value-Generation1/](http://www.cips.org/en-GB/Knowledge/Procurement-topics-and-skills/Efficiency/Value-Generation1/)

[Data Analysis/Business Intelligence - http://www.cips.org/en-GB/Knowledge/Procurement-topics-and-skills/Understand-Need---Market-and-options-assessment/Data-Analysis--Business-Intelligence/](http://www.cips.org/en-GB/Knowledge/Procurement-topics-and-skills/Understand-Need---Market-and-options-assessment/Data-Analysis--Business-Intelligence/)

[Performance Analysis and Management - http://www.cips.org/en-GB/Knowledge/Procurement-topics-and-skills/Developing-and-managing-contracts/Performance-Analysis-and-Management1/](http://www.cips.org/en-GB/Knowledge/Procurement-topics-and-skills/Developing-and-managing-contracts/Performance-Analysis-and-Management1/)

[Total Quality Management \(TQM\) - http://www.cips.org/en-GB/Knowledge/Procurement-topics-and-skills/Continuous-Improvement/Total-Quality-Management-TQM/](http://www.cips.org/en-GB/Knowledge/Procurement-topics-and-skills/Continuous-Improvement/Total-Quality-Management-TQM/)

[Stakeholders - http://www.cips.org/en-GB/Knowledge/Procurement-topics-and-skills/Procurement-Organisation/Stakeholders/](http://www.cips.org/en-GB/Knowledge/Procurement-topics-and-skills/Procurement-Organisation/Stakeholders/)

[Supplier Evaluation and Appraisal - http://www.cips.org/en-GB/Knowledge/Procurement-topics-and-skills/Supplier---bid---tender-evaluation/Supplier-Evaluation-and-Appraisal1/#tabs-2](http://www.cips.org/en-GB/Knowledge/Procurement-topics-and-skills/Supplier---bid---tender-evaluation/Supplier-Evaluation-and-Appraisal1/#tabs-2)