



# The Global Standard for Procurement and Supply

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# Segment 8.6 Developing the Performance of the Procurement and Supply Chain Function

**Level:** Professional

**Theme:** Metrics & Measurement

Knowledge: Will know and understand	Capabilities: Will be able to
The impact of supply chain management on corporate performance	Encourage added value outcomes achieved by the organisation's supply chain and report data to senior management and other stakeholders
The use of KPIs that measure the performance of the procurement and supply chain function	Collate, review and disseminate data on departmental KPIs to colleagues and senior management
The use of technology to communicate data in supply chains	Develop strategies for systems integration across the organisation and with the organisation's supply chain and collate data to report to stakeholders
The measurement of safety, quality, costs and deliveries in supply chains	Create and monitor measures on safety, quality, costs and deliveries achieved by the organisation's supply chain and report data to senior management and other stakeholders
Matching supply with demand in supply chains	Monitor the performance of the organisation in achieving its contractual obligations with customers and report data on demand and supply to senior management and other stakeholders

## Knowledge: Will know and understand

## Capabilities: Will be able to

The use of benchmarking in supply chains

Evaluate benchmarks of processes or departmental performance to develop gap analysis for performance improvement

The application of balanced scorecards in supply chains

Evaluate data recorded on balanced scorecards for supply chain performance and develop improvements with suppliers and other stakeholders

## Related CIPS Knowledge Links

[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/)

[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/)

[Leadership and Promotion of Procurement and Supply Management - http://www.cips.org/en-GB/Knowledge/Procurement-topics-and-skills/People-and-skills/Leadership-and-Promotion-of-Procurement-and-Supply-Management1/](http://www.cips.org/en-GB/Knowledge/Procurement-topics-and-skills/People-and-skills/Leadership-and-Promotion-of-Procurement-and-Supply-Management1/)

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

[Setting KPI's - http://www.cips.org/en-GB/Knowledge/Procurement-topics-and-skills/Strategy-policy/Setting-KPIs/](http://www.cips.org/en-GB/Knowledge/Procurement-topics-and-skills/Strategy-policy/Setting-KPIs/)

[Collaborative Working - http://www.cips.org/en-GB/Knowledge/Procurement-topics-and-skills/Efficiency/Collaborative-Working1/](http://www.cips.org/en-GB/Knowledge/Procurement-topics-and-skills/Efficiency/Collaborative-Working1/)

[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/)

[Application of Technology - http://www.cips.org/en-GB/Knowledge/Procurement-topics-and-skills/eCommerce---systems/Application-of-Technology/](http://www.cips.org/en-GB/Knowledge/Procurement-topics-and-skills/eCommerce---systems/Application-of-Technology/)

[Supplier Relationship/Management - http://www.cips.org/en-GB/Knowledge/Procurement-topics-and-skills/SRM-and-SC-Management/Supplier-Relationship--Management/](http://www.cips.org/en-GB/Knowledge/Procurement-topics-and-skills/SRM-and-SC-Management/Supplier-Relationship--Management/)

[Balanced Scorecard - http://www.cips.org/en-GB/Knowledge/Procurement-topics-and-skills/Strategy-policy/Balanced-Scorecard1/](http://www.cips.org/en-GB/Knowledge/Procurement-topics-and-skills/Strategy-policy/Balanced-Scorecard1/)

[Performance Analysis and Management - http://www.cips.org/en-](http://www.cips.org/en-)

[GB/Knowledge/Procurement-topics-and-skills/Developing-and-managing-contracts/Performance-Analysis-and-Management1/](#)

Leadership and Promotion of Procurement and Supply Management -  
<http://www.cips.org/en-GB/Knowledge/Procurement-topics-and-skills/People-and-skills/Leadership-and-Promotion-of-Procurement-and-Supply-Management1/>

Setting KPI's - <http://www.cips.org/en-GB/Knowledge/Procurement-topics-and-skills/Strategy-policy/Setting-KPIs/>

Business Process Re-engineering (BPR) - <http://www.cips.org/en-GB/Knowledge/Procurement-topics-and-skills/Continuous-Improvement/Business-Process-Re-engineering-BPR/>

Benchmarking - <http://www.cips.org/en-GB/Knowledge/Procurement-topics-and-skills/Continuous-Improvement/Benchmarking1/>

Total Quality Management (TQM) - <http://www.cips.org/en-GB/Knowledge/Procurement-topics-and-skills/Efficiency/Collaborative-Working1/#tabs-2>