

Most Successful Company in Sourcing (demand side)

- Please describe your sourcing project or programme briefly, in general terms.
- What is the contracted value of the project or programme?
- Could you state the sourcing budget as a percentage of the general budget of your organization?
- What is or has been the impact of the project/programme on your organisation's capex and opex?
- What is the value of the assets transferred in the sourcing project/programme?
- How many FTE are involved in the transfer or transition?
- Define (if possible, quantify) the goals that your organization initially set for your sourcing project or programme (in terms of costs, innovation, time-to-market, knowledge/competences, quality, and so on).
- Describe if and how these goals have been met – and show proof of this.
- Describe which goals were not met and why.
- What were the main issues you met along the way? How did you address them?
- Does your organization execute sourcing processes according to a policy?
- Does your organization employ staff with skills to manage and execute sourcing projects and programmes? What skills and what level?
- Does your organization have project management and vendor management practices in place to manage and execute sourcing projects and programmes? Would you describe them as basic or mature? Why?
- Which stakeholders does your organization involve and how?
- What did the main stakeholders define as the key expected results of the sourcing programme? Were they all met?
- Describe the way you handle quality assurance.
- How do you measure and analyze the performance of your outsourced services?
- Does your organization monitor and improve internal sourcing processes and practices (e.g., for sourcing governance) on a regular basis? If so, how?
- How do you measure customer satisfaction? Did it increase consistently, and if not, why?
- How do you ensure the supplier is stimulated to innovate during the entire period of the sourcing relation?
- Please give us the name and contact info of one of your business counterparts or senior line managers whom the jury may contact to verify the quality of your services.
- If you make it to the short list, a journalist of Outsource Magazine will contact you and your referent(s) for an interview by phone, in order to gather more information about your functioning as an sourcing organization. How can he reach you best?

Good Luck
TOM

