

# A shining example of transformational change in procurement

## Highlights

- Addresses organisation's specific learning needs
- Drives positive changes in performance, attitude and behaviour
- Provides a route to MCIPS qualification

The council of the City of Gold Coast has been through a period of transformation, including the establishment of a centre-led strategic procurement function. To help facilitate this, the organisation embarked on the CIPS Corporate Award programme. As a result, it is now better equipped to deal with current expectations and future challenges.

## About CIPS

The Chartered Institute of Procurement and Supply (CIPS) is the global voice of the profession. Passionate about and 100% focused on procurement and supply, we exist to drive excellence in the industry in every way we can and provide a wide range of services for the benefit of our members and the wider business community.

“ The CIPS Corporate Award programme not only led to the participants achieving MCIPS, but it also revolutionised their outlook on the profession, and fuelled their desire to continue their careers and professional development in procurement. And the projects delivered under the Award have added to our suite of tools, processes and techniques to improve the efficiency, effectiveness and customer service of our procurement function at the City. ”

PETER MORICHOVITIS, CHIEF PROCUREMENT OFFICER,  
CITY OF GOLD COAST

# Meeting current challenges and future expectations

## Why CIPS Corporate Award?

Over the past few years, the City of Gold Coast has undergone a rapid procurement transformation. A new strategic procurement function has been developed to promote greater effectiveness of City spend, improve process efficiency, integrity and customer service, and generate significant savings. Prior to this transformation, the function was decentralised and generally comprised low-value-adding, clerical activities.

Like all local government bodies, the City of Gold Coast faces a wide range of external pressures and challenges, including changing government agendas, ever-increasing expectations from the community, a growing population with changing demographics, rapid technology changes and global economic influences.

The procurement team needed to be better equipped to rise to the challenges it was facing, as well as be in a position to carry out effective procurement activities for the 2018 Commonwealth Games.

The organisation chose CIPS Corporate Award as a tool to quickly and effectively upskill the procurement team, as well as providing each individual with MCIPS status.

### The benefits

- **Cost savings:** Contributed to over A\$30 million in procurement savings in 2015
- **Upskilling:** Nineteen team members have now achieved MCIPS status
- **Morale:** The team is more engaged and motivated
- **Better working methods:** New processes and systems have been added to the suite of procurement tools, improving efficiency and customer service.

## ABOUT CITY OF GOLD COAST

With a population of over half a million, and welcoming close to 12 million visitors each year, the Gold Coast is one of Australia's top tourist destinations and the host city for the 2018 Commonwealth Games. The City of Gold Coast is Australia's second largest local authority, with around 3,400 staff. Responsible for an annual operating budget of A\$1.2 billion, the council provides a diverse range of services and facilities to the Gold Coast.

## KEY FACTS

- 1** 65 staff work in the Chief Procurement Office (CPO)
- 2** CPO is accountable for A\$750 million spend
- 3** Use thousands of contractors and suppliers
- 4** Make 150,000 vendor payments per annum
- 5** MCIPs achieved by 19 of the team through the Corporate Award programme

## CIPS Corporate Award

Designed for teams of eight or more, each CIPS Corporate Award programme is contextualised to address your organisation's specific learning needs and to support the development of your procurement function. Corporate Award is a stepped, modular study programme that leads to three levels of achievement, including full MCIPS membership and beyond, to Chartered Status. Practical assessed assignments drive learning directly back into your organisation, enabling you to demonstrate a clear return on investment and measurable cost benefits.



## CONTACT US

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