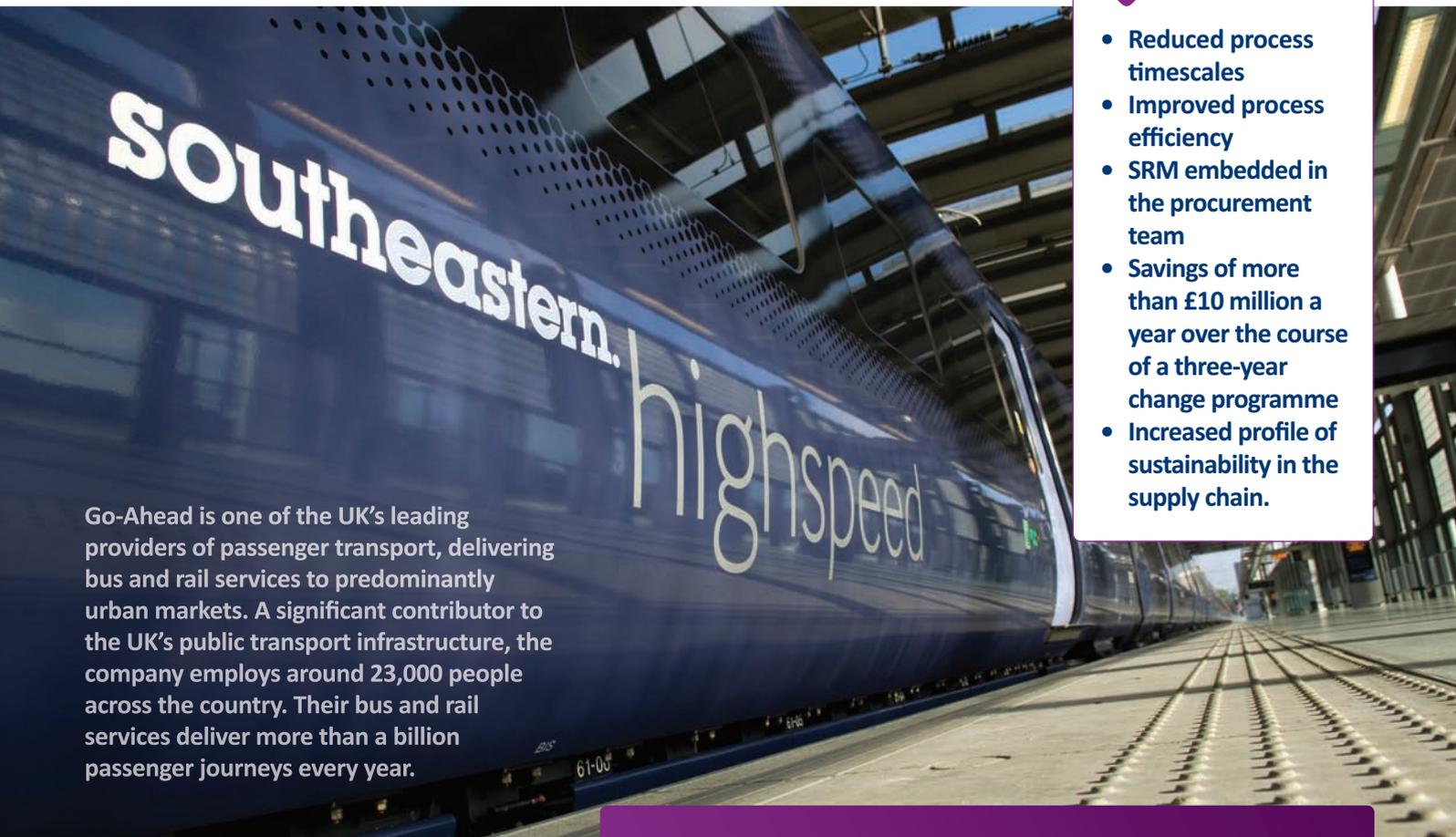


Fast track to quality

with procurement process change

Highlights

- Reduced process timescales
- Improved process efficiency
- SRM embedded in the procurement team
- Savings of more than £10 million a year over the course of a three-year change programme
- Increased profile of sustainability in the supply chain.



Go-Ahead is one of the UK's leading providers of passenger transport, delivering bus and rail services to predominantly urban markets. A significant contributor to the UK's public transport infrastructure, the company employs around 23,000 people across the country. Their bus and rail services deliver more than a billion passenger journeys every year.

“ I am delighted that Go-Ahead has reached this highly prestigious and exacting global procurement standard. Achieving the certification is a clear indication that our committed and highly professional team are employing best practice across all our procurement activities.

DAVID BROWN,
GROUP CHIEF EXECUTIVE, GO-AHEAD

Cost efficiencies from effective procurement processes

Go-Ahead chose CIPS Certification as part of a three-year programme of change to raise the quality of their procurement services.

Procurement plays a pivotal role in the selection and management of suppliers to support the cost-effective, high-quality service delivered by its operating companies. The certification process was used to validate their existing plan, and allowed Go-Ahead to benchmark its procurement activities against other organisations.

CIPS Certification enabled Go-Ahead to focus on core procurement activities to drive essential cost efficiencies and service quality.

ABOUT GO-AHEAD

A FTSE 250 company, Go-Ahead operates mainly in high-density commuter markets in the South East of England. Its unique devolved structure of ten separate operating companies enables local management teams to meet specific regional needs. All its bus and rail companies are locally branded to form a key part of the community they serve.

KEY FACTS

Carries around 1.7 million bus passengers and 1 million rail passengers every day

Operates every train which arrives into London Victoria station

Runs the UK's only domestic high-speed rail service

SPECIALISMS

One of the UK's largest bus operators, with a fleet of around 4,350 buses

Operates the busiest rail network in the UK, responsible for 30% of UK passenger rail journeys

Aims to reduce carbon emissions per passenger journey by 20% by 2015. Go-Ahead has achieved a 14% reduction to date

Giving the green light to new procurement processes

Why CIPS Certification?

As part of an overhaul of its procurement processes, Go-Ahead has introduced new group-wide systems including a procure to pay tool, an e-sourcing tool and a contract database.

They have also implemented new processes and procedures which are compliant with European Foundation for Quality Management (EFQM) requirements, including supplier relationship management (SRM) provisions for key group suppliers. CIPS Certification has given the organisation the opportunity to validate and assess its key processes in terms of driving efficiency, and has been a timely benchmark against other professional procurement teams and industry best practice. Go-Ahead has been building and training its procurement team, using CIPS membership as a criteria.

Benefits of CIPS Certification

- **Savings:** More than £10 million a year over the course of a three-year change programme
- **Efficiency:** Reduced process timescales as a result of CIPS Certification
- **Profile:** The procurement function has raised its profile with CIPS Certification recognised and valued by the CEO
- **Relationships:** Supplier relationship management is now embedded in the procurement team
- **Benchmarking:** The process has allowed Go-Ahead to compare its practices with other similar organisations
- **Development:** Continuing Professional Development (CPD) has been introduced to the team
- **Sustainability:** embedded the principles of sustainable procurement into group processes.



Procurement is integral to the selection and management of suppliers, all of which support the cost-efficient, high-quality and sustainable services which Go-Ahead's bus and rail companies provide to passengers.

DAVID BROWN, GROUP CHIEF EXECUTIVE, GO-AHEAD.



CONTACT US

Europe: +44 (0)1780 756777 • Australasia: +61 3 9629 6000
Africa: +27 12 345 6177 • MENA: +971 (0) 4311 6505 • Asia Pac: +65 6403 3940
Email: corporate.solutions@cips.org • www.cips.org/certification