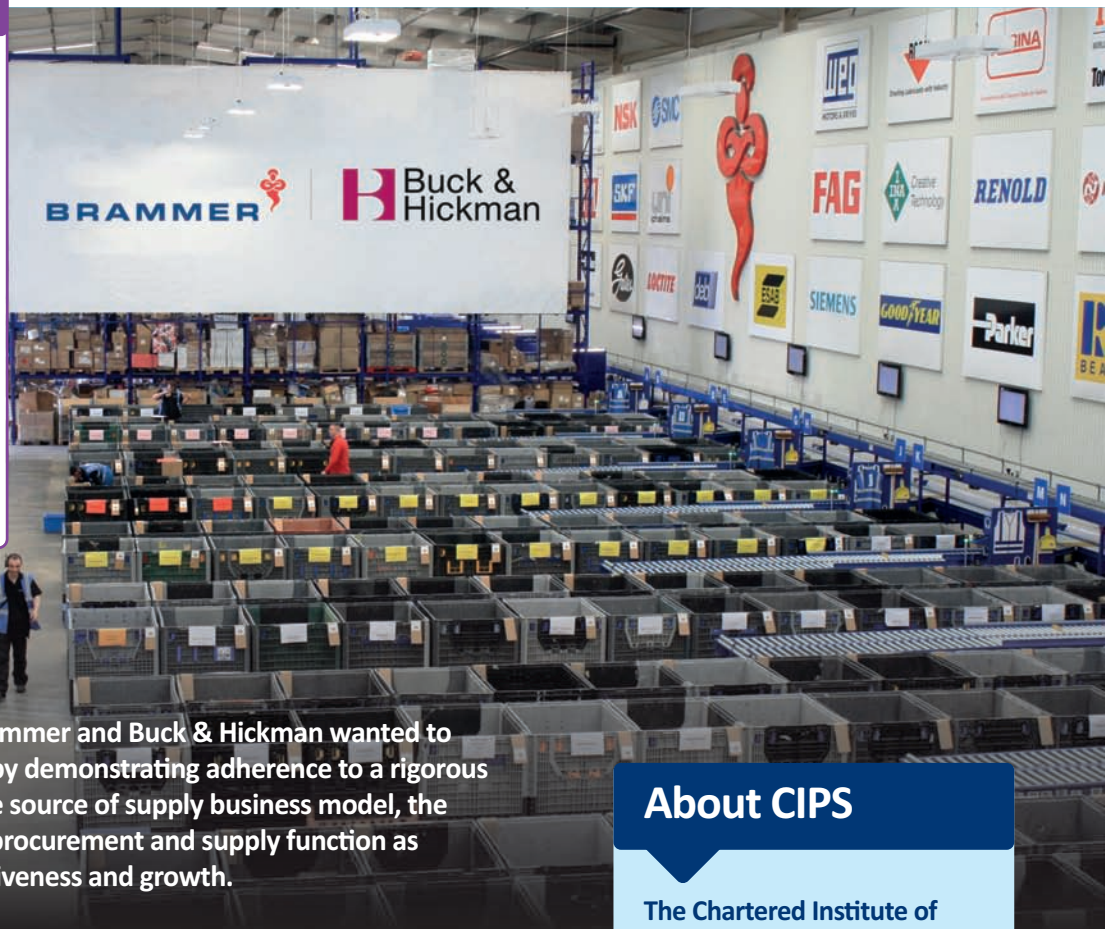


# Increasing customer satisfaction through procurement improvement

## Highlights

- Offering globally recognised, independent assessment
- Driving global consistency across operations
- Delivering supply assurance and compliance
- Gaining external and internal recognition for procurement's contribution.



With a wide European reach, Brammer and Buck & Hickman wanted to increase their competitive edge by demonstrating adherence to a rigorous set of standards. Offering a single source of supply business model, the organisation had highlighted its procurement and supply function as the key driver in future competitiveness and growth.

“ To achieve this certification, our purchasing and supply chain policies and procedures have been assessed by the leading global independent body as achieving the highest professional standards. The CIPS Corporate Certification is proof of our commitment to best practice and maintaining industry leading standards. It also independently confirms Brammer and Buck & Hickman as an organisation that embraces continuous improvement in everything that we do.

IAN RITCHIE, MANAGING DIRECTOR  
BRAMMER AND BUCK & HICKMAN

## 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.

# Boosting competitive edge

by demonstrating commitment to customer savings and efficiencies

## ABOUT BRAMMER UK

Brammer is Europe's leading distributor of quality industrial maintenance, repair and overhaul (MRO) products and services. With over two million customer transactions each year, Brammer is one of the only single-source suppliers of the world's leading brands, with a geographical footprint spanning 22 countries. Operating from over 300 locations and with more than 1,500 employees, this unique pan-European scale makes it the only distributor of industrial products in Europe able to offer a single source of supply.

## THE BACKGROUND

Brammer and Buck & Hickman needed to remain competitive in an increasingly challenging industry. They identified that the most beneficial department to influence profitability was procurement and supply. CIPS Corporate Certification demonstrates and validates their policy of sourcing products under the most advantageous terms for customers, operating their sales, distribution and administration functions as efficiently as possible.

The organisation's value proposition specifically addresses opportunities for customers to improve productivity and reliability, subsequently providing substantial cost savings.

## Why CIPS Corporate Certification?

Brammer wanted to achieve recognition that it followed best practice in procurement processes, procedures and leadership. Its customers buy from 6.8 million order lines, manufactured by 27,000 suppliers, and every year it fulfils three million orders; so it was imperative the organisation was recognised as maintaining consistently high standards. The company also wanted independent acknowledgement of its commitment to being a progressive organisation with a strong focus on continuous improvement.

## The results

Brammer and Buck & Hickman has become the first MRO distribution company in Europe to gain CIPS Corporate Certification. This has given the organisation a clear competitive edge and ensured efficiencies are driven throughout the business. They now have a continuous improvement plan in place and are benefitting from enhanced credibility with key stakeholders.

1. Part of this is down to the increased skills of many members of the team, including degrees/MCIPS – our purchasing manager is now a Master in Procurement which could only have happened through CIPS.
2. From a CSR point of view we can demonstrate how sustainability has been embedded into our procurement process, and that we occupy a robust ethical position.

## The benefits

- **Savings:** Over the last three years the company has seen average overall customer cost savings of £59 million per year.
- **Morale:** Recognition of high standards of work and professionalism have led to better morale.
- **Profile:** The function is recognised as a professional department which achieves tangible results.
- **Efficiencies:** The number of companies seeking to reduce their number of suppliers has increased significantly, and Brammer's effective consolidation model is meeting these demands.
- **Upskilling:** Many members of the team are now MCIPS and working towards a common professional standard has improved the sense of team spirit.
- **Recognition:** The international nature of Brammer's scope enhances the importance of CIPS accreditation due to its global reputation.

## CIPS Corporate Certification Standard

Globally recognised, CIPS Corporate Certification Standard is the only independent, comprehensive procurement-specific assessment of its kind. Examining your organisation's procurement and supplier management procedures in targeted detail, it highlights where improvements and efficiencies can be made, ensuring that procurement becomes an essential value driver and organisational influencer.

- Helps you to deliver savings and value, and drive change
- Supports you to demonstrate your potential and value to senior management
- Ensures effective supply assurance and compliance through robust governance
- Identifies better, more efficient and more cost effective ways of working
- Engages and empowers your team, building morale.
- Strengthens your relationships with key stakeholders.



## CONTACT US

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