

# Raising the bar through transformational change



"When we at Manchester Airports Group (MAG) embarked on a strategic transformation of our Procurement and Contracts function, we wanted assurance that policies, processes and procedures were efficient, effective, robust and objectively challenged to a recognised best practice standard. That's why we chose CIPS."

## About CIPS

CIPS, the Chartered Institute of Procurement & Supply, is the world's largest organisation dedicated to the profession of procurement and supply, with a voice that is recognised across the globe. CIPS works in partnership with governments, businesses, public sector entities and international development agencies to support organisations to achieve sustainable value.

“ External assurance by CIPS is incredibly important to our Procurement and Contracts team, and it adds value and risk management to the Group as a whole. Our progress will provide a platform from which we can continuously improve. The process gave us a common goal towards which everybody has played a part, including key business stakeholders, and can be proud of their contribution. CIPS Certification will add tangible benefits to our corporate business plan. ”

GEORGE OWENS, PROCUREMENT AND CONTRACTS DIRECTOR,  
MANCHESTER AIRPORTS GROUP

# Why CIPS Corporate Certification?

**MAG operates in a regulated industry subject to global economic pressures. Therefore, the organisation's processes need to be robust, agile and scalable to meet changing demands and legislative requirements.**

After embarking on a strategic transformation of its Procurement and Contracts function, the organisation undertook CIPS Corporate Certification to ensure that policies, processes and procedures were efficient, effective and robust. The aim was also to increase the department's added value to the business by achieving an optimised end to end lean process.

Globally recognised, CIPS Corporate Certification 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.

## The results

The process of achieving certification has assured the organisation that their policies, processes and procedures are efficient, effective and robust – with a high level of risk mitigation. As a result, it has raised their competency and credibility both internally and externally.

The team have raised the visibility of the Procurement and Contracts transformation journey to the rest of the business and prioritised the delivery of projects.

Achieving CIPS Corporate Certification substantiated the team's progress so far and has provided a framework for ongoing development and continuous improvement.

## Highlights

- Demonstrating best practice in procurement
- Raising the profile of the Procurement and Contracts service to suppliers and the business
- Creating a framework for ongoing development
- Risk reduction and compliance with legislative requirements
- Enhancing reputation with shareholders and customers

## About MAG

Manchester Airports Group (MAG) owns and operates four UK airports – Manchester, London Stansted, East Midlands and Bournemouth – in addition to running a significant property business and a US airport management subsidiary.

The company has over 4,500 direct employees, serving over 55 million passengers a year, a number which is growing at a considerable rate. The Group overall saw a 7% growth in passenger numbers in 2015/16 compared to the previous financial year.

A private company with public shareholders, it operates in a regulated industry subject to Utilities Contracts Regulations.

## The background

MAG has an annual spend of over £340 million, almost £300 million of which is influenced by the Procurement function. The team procures a diverse range of goods, works and services. In addition, there is significant spend on strategic programmes, such as a £1 billion programme of works to transform Manchester Airport.

The Procurement and Contracts department is fully aligned with the organisation's strategic direction, with a Director on the Senior Leadership Team and a reporting line to the Chief Strategy Officer. The function proactively identifies and drives value-add opportunities to enable business plan delivery.



## CONTACT US

Europe: +44 (0)1780 756777 • Africa: +27 (0)12 345 6177 • Asia Pac: +65 6808 8721  
Australasia: +61 (0)3 9629 6000 • MENA: +971 (0)4 311 6505  
Email: [corporate.solutions@cips.org](mailto:corporate.solutions@cips.org) • [www.cips.org/corporate-certification](http://www.cips.org/corporate-certification)