

Case Study: Establishing an Objective Truth to Inform Priorities at LSE

Who We Worked With

London School of Economics (LSE), a global community and specialist social sciences university, ranking first in Europe and second in the world in the [QS subject rankings 2021](#).

The Situation

Cristian Martin, Director of Procurement, had recently joined LSE and wanted to establish a baseline of procurement activity at the institution. He needed a credible, objective view to inform conversations with the leadership about the next steps.

What Happened

Cristian chose to undertake a PMA+ exercise with SUPC's sister division the Procurement Shared Service, both part of SUMS, as it gave the opportunity





**CRISTIAN
MARTIN**

Director of
Procurement, LSE

The PMA+ assessment represented real value for money in terms of the outcomes we achieved. I used the findings to inform conversations with the leadership about what we could do and where to focus priorities. The world doesn't stand still; a framework to keep pace with what is required to support our world-class institution in an evolving world was worth every penny.

to benchmark against a best practice procurement model and against the Higher Education sector. The review was both collaborative and consultative, which was important if the procurement team was to feel involved.

The transparent and open process led to a report with information about the current position and clear direction on how to move to the next level. This included quick wins that the procurement team could implement straightaway, such as changes to their internal processes. There were also higher-level recommendations, such as policy changes.

Cristian used this report and the best practice framework as a basis for complex conversations with his manager, the CFO. It enabled them to discuss the institution's current position and desired future direction.

The Difference it Made

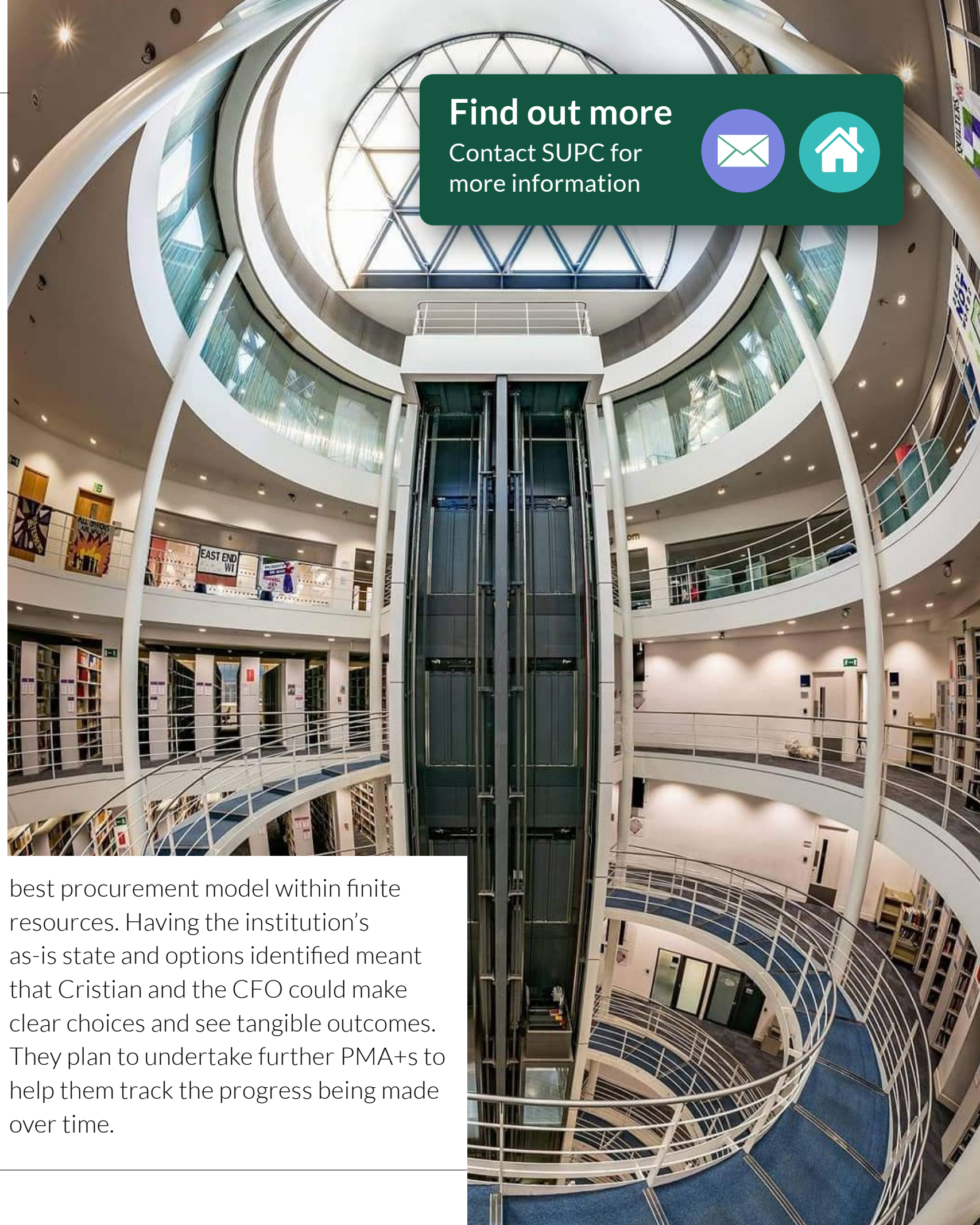
Careful communication and understanding of the context of the review was important. It is important to understand that the PMA+ is an assessment of how the institution goes about procurement, not an assessment of the procurement team itself. The framework for conversations about priorities and next steps was invaluable.

The quick wins meant that the procurement team themselves were empowered to make some changes immediately. The process also enabled the team to identify areas of good practice that were not being documented and rectify that.

Value for money of procurement activity does not have a single definition for every institution and there is no one size fits all

Find out more

Contact SUPC for
more information



best procurement model within finite resources. Having the institution's as-is state and options identified meant that Cristian and the CFO could make clear choices and see tangible outcomes. They plan to undertake further PMA+s to help them track the progress being made over time.