



LUPC Strategy 2021-2024

Working together to achieve shared goals in a changing world

Strategic goals

- **Deliver compliant framework agreements that are commercially advantageous for our members.**
- **Enhance LUPC's position as a leader in Responsible Procurement.**
- **Foster a culture for members and employees to network, share best practice, learn, develop, and grow.**
- **Collaborate widely to share, learn, and streamline activity to ensure maximum benefit for our members and to raise the profile of procurement.**
- **Develop a range of member benefits that add value.**
- **Ensure customer service excellence in all we do.**

Goals, objectives and KPIs

1. Deliver compliant framework agreements that are commercially advantageous for our members.

Objectives

Working with UK Universities Purchasing Consortia (UKUPC) we will:

- Deliver frameworks that meet the requirements of the new public procurement regulations.
- Consider the commercial requirements of our members widely at every stage.
- Reflect member needs consistently in our framework offerings in terms of value, scope, and sustainability.
- Ensure innovation is contemplated at all appropriate times throughout the procurement process.
- Apply continuous improvement protocols to each framework iteration.

KPIs

- 1a) Use the annual survey to seek wider feedback on current and future use of framework agreements. Target >90% satisfaction rate.
- 1b) After allowing for inflation, a year-on-year increase on spend through framework agreements.

2. Enhance LUPC's position as a leader in responsible procurement

Objectives

- Implement effective supplier due diligence.
- Communicate our activity regularly through media, events, and training opportunities.
- Investigate opportunities for collaboration with appropriate bodies where learning can be shared across the three pillars (Environmental, Social, Economic).
- Provide 1:1 and group support to our members via our dedicated responsible procurement lead.
- Work with suppliers and our members to help them achieve their net zero emissions targets.
- Improve the Equality, and Inclusion (EDI) understanding of our staff and our members procurement teams.

KPIs

- 2a) Achieve the KPI's in the LUPC Responsible Procurement Strategic Plan.
- 2b) Using the annual survey, seek members' views of LUPC's position as a leader in responsible procurement: Target >85%.

- 2c) Ensure all those in contracting roles, as well as the director and deputy director, maintain Chartered MCIPS status.
- 2d) Deliver procurement related EDI training for staff and members.

3. Foster an inclusive culture for members and employees to network, share best practice, learn, develop, and grow.

Objectives

- Provide regular and ample opportunities for networking and collaboration in person and online.
- Identify gaps in knowledge or participation where LUPC can support its members in development.
- Support members in the development of their commercial thinking specifically with regards to the effective and efficient use of framework agreements.
- Create an environment where all LUPC staff feel valued and continuous learning is the norm.

KPIs

- 3a) As a minimum, deliver 24 group events for members per year.
- 3b) Develop a new online networking platform for our members.
- 3c) Target a >50% response rate to our annual survey.
- 3d) Undertake an annual staff survey, managed externally, to measure staff satisfaction.

4. Collaborate widely to share, learn, and streamline activity to ensure maximum benefit for our members and to raise the profile of procurement.

Objectives

- Continue working closely with UKUPC and its working groups.
- Work proactively with a wide range of external stakeholders to establish and learn best practice protocols to share with members.

KPIs

- 4a) For every framework we deliver we will invite appropriate representation from other sector associations/groups to the tender working party.

5. Develop a range of member benefits that add value.

Objectives

- Provide detailed annual member benefits reports.
- Distribute accurate and informative spend data to members.
- Adopt a continuous improvement approach to the range of benefits we offer.

KPIs

- 5a) Proactively work to increase the number of members we provide individual spend data reports for using 2020 as the base year.

6. Ensure customer service excellence in all we do.

Objectives:

- Understand and respond appropriately to our members' needs.
- Establish clear and effective internal processes in customer service.

KPIs

- 6a) Gain and maintain an annual formal Customer Service Excellence accreditation.
- 6b) Through the annual member survey, measure member satisfaction. Target >95% agree or strongly agree that we provide excellent customer service.