CASE STUDY · SUPPLIER DATABASE OPTIMISATION

Building a resilient supplier base in just six weeks

How we helped an in-house FM team review its whole supplier base: assessing 57 suppliers, building a bespoke supplier database and replacing personal preference with consistent, approved selection.

6	57	1,500+	1
weeks from start to delivery	suppliers engaged and assessed	supplier data points captured	single database of approved suppliers

AT A GLANCE

The project in brief

Client	The in-house facilities management (FM) team of a logistics accommodation provider.
Challenge	A supplier base that had grown over time, and a single data base was needed to support consistent selection against a standard service line taxonomy.
Our approach	• Our blended project team provided the skills required, embedded swiftly within the client team, ensuring their experience and knowledge was integrated into the solution. • A bespoke supplier assessment document enabled, our team to engage with 57 suppliers, collecting and analysing accreditation and wider capability detail, to create a data set of over 1,500 supplier detail. • From the data set, a bespoke database was created to enable the FM team to select the service required and the region where the work is

	needed returning a list of approved suppliers that meet those criteria. • A revised onboarding and work allocation process ensured that personal preference was replaced by consistent selecting from suppliers that have been assessed and approved. • The master data set provided senior leadership the opportunity to review the overall supplier mix, giving them the flexibility to add further controls if required and identify resilience risks. • User guides for the management of the database and how to use it were created both as process maps and as visual step by step tools.
Outcome	• Faster, more accurate supplier selection. • Improved consistency in supplier appointment across all regions. • Greater control over the use of approved and preferred suppliers. • Increased assurance that suppliers hold the appropriate accreditations, certifications and insurance. • Reduced risk associated with contractor compliance and competency. • Better visibility of supplier information and contact details. • Stronger audit trail demonstrating how suppliers have been assessed and approved

THE BIG PICTURE

A growing supplier base, and no single view of it

The client, an in-house FM team of a logistics company required support to undertake a review of its supplier base

The challenges lay in several key areas:

- The client's supplier base had grown over time, and a single database was needed to support consistent selection against a standard service line taxonomy.
- Awareness of supplier geographical capability was not consistently known with a potential that some suppliers were underused
- A work allocation and supplier onboarding process required development.

Limited client resource required external support to provide focussed time to achieve the project within 6 weeks.

THE CHALLENGES WE FACED

No single database

A single database was needed to support consistent selection against a standard service line taxonomy.

Unknown regional reach

Supplier geographical capability was not consistently known, so some suppliers were potentially underused.

No defined process

A work allocation and supplier onboarding process needed to be developed.

Limited resource

The client team needed focused external support to achieve the project within six weeks.

The aim was clear: rapid design and implementation, process optimisation and increased supplier resilience, delivered as a low cost, high impact solution.

OUR APPROACH

One blended team, embedded from day one

Our blended project team provided the skills required and embedded swiftly within the client team, ensuring their experience and knowledge was integrated into the solution.

From there, we engaged directly with the supplier base, captured the evidence the FM team needed, and turned it into practical tools and processes the team could own and run themselves:

- Rapid design and implementation.
- Process optimisation.
- Increased supplier resilience
- Low cost, high impact solution

What we did

01

Engage the suppliers

Using a bespoke supplier assessment document, our team engaged with 57 suppliers, collecting and analysing their accreditation and wider capability detail.

02

Build the master data set

The assessment responses were brought together into a master data set of over 1,500 supplier data points, giving one complete view of the supplier base.

03

Create a bespoke database

From the data set we built a database that lets the FM team select the service required and the region where the work is needed, returning a list of approved suppliers that meet those criteria.

04

Standardise allocation and onboarding

A revised onboarding and work allocation process ensured that personal preference was replaced by consistent selection from suppliers that have been assessed and approved.

05

Give leadership visibility

The master data set gave senior leadership the opportunity to review the overall supplier mix, with the flexibility to add further controls if required and identify resilience risks.

06

Equip the team

User guides for managing and using the database were created both as process maps and as visual, step-by-step tools.

THE RESULTS

Success, and a platform for further success

Delivered within six weeks, the project has given the FM team a tool that will become embedded in day-to-day operations.

57 suppliers engaged through a bespoke assessment	**1,500+** supplier data points captured and analysed	**6** weeks from start to delivery	**Audit trail** showing how every supplier has been assessed and approved

More than the numbers

The real change is in how suppliers are chosen. Personal preference has been replaced by consistent selection from suppliers that have been assessed and approved, giving the FM team:

- Faster, more accurate supplier selection
- Improved consistency in supplier appointment across all regions
- Greater control over the use of approved and preferred suppliers
- Increased assurance that suppliers hold the appropriate accreditations, certifications and insurance
- Reduced risk associated with contractor compliance and competency
- Better visibility of supplier information and contact details
- A stronger audit trail demonstrating how suppliers have been assessed and approved

All delivered within six weeks, as a low cost, high impact solution.

> *It has been a pleasure working with FPPL to bring this programme to life. The team have delivered at an exceptional pace, successfully navigating a number of challenges and change requests from us along the way without losing momentum or focus.*
>
> HEAD OF FACILITIES MANAGEMENT

WHAT DO WE ACTUALLY DO?

One team, not two companies

We don't just work alongside our clients; we integrate with them. We create unified teams built on trust, shared purpose and real collaboration. As one customer put it:

"We can't tell who is from which company in the transformation programme."

That's exactly how collaboration should feel.

> *We now have a superb tool that will become embedded in our day-to-day operations. This has been a great first project together and an excellent foundation for a long-term partnership.*
>
> **HEAD OF FACILITIES MANAGEMENT**

Ready to strengthen your supplier database?

For People and Places help projects like yours go further, faster and have more fun along the way. Get in touch to accelerate your optimisation journey.

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