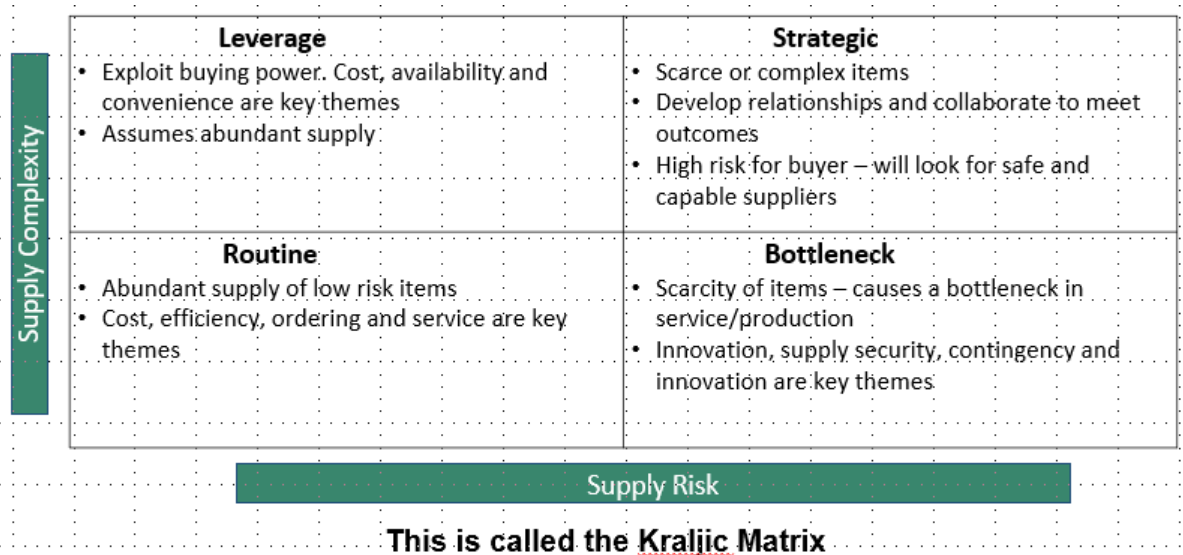


Exercise 1

Understanding buyer's needs



Where are you or your business in the matrix?



Using the Kraljic Matrix, identify where your different goods and services are in the matrix.

How does this position affect the way you sell your organisation?

Make some notes here and discuss with your breakout team members.



Exercise 2

Reviewing a Specification Exercise



Review the specification document below. Highlight the key needs for the customer. What needs and desires could lie behind these?

Hint: - it helps to use a highlighter pen

3 MANDATORY SERVICE REQUIREMENTS (LOTS 1-5 ONLY)

- 3.1 Face to Face Services shall be available between 08:00hrs and 18:00hrs Monday to Friday of each week and on Bank Holidays and weekends. An additional out of hour's facility shall be made available between 18:00hrs and 08:00hrs.
- 3.2 Telephone and Video Interpretation shall be available 24 hours a day, 365 days a year.
- 3.3 The Supplier must have the capability to upscale their service delivery to ensure continuity of service throughout the lifetime of the Framework so that the on boarding of new Buyers does not affect the service received by existing Buyers.
- 3.4 The Supplier shall work with the Buyer to enable enhanced value for money through the reduction of procurement costs, Supplier management costs, bidding cost of the supply market and to access economies of scale relative to the size, value and status of the particular requirement.
- 3.5 The Supplier shall provide a tailored solution that covers advisory services, administration support and efficient business processes through to the delivery of the language service requirements.
- 3.6 The Supplier shall provide an end-to-end service with a seamless process to the end user, providing Language Service requirements, through its own Interpreters/Translators, contracted Interpreters/Translators and via Sub Contractors if required.
- 3.7 The Supplier shall provide supporting services such as:
 - Strategy and policy advice, for example advising how savings could be made by switching delivery channels;
 - Centralised management information to provide insightful analysis to inform policy and decision making;
 - Consolidating invoicing for the provision of the entire service.
- 3.8 The Supplier shall ensure that any added value and saving benefits are embedded into the service delivery for Buyers.



Exercise 2

Reviewing a Specification Exercise



- 3.9 The Supplier shall ensure that more efficient and innovative ways of working are shared with the Buyer and any added value and/or savings are passed on to the Buyer.
- 3.10 Interpreters may need to attend Government offices or venues in the UK at no cost to the Buyer or the Interpreter, for example for court purposes to verify the timings and/or content of previous conversations.
- 3.11 Interpreters/Translator shall provide subsequent witness statements as and when mandated by Legal Body(s) and/or Contracting Authority at no additional cost to the Buyer. The Supplier shall ensure that the Buyer can request a United Kingdom (UK) based Interpreter who has permission to work in the UK.
- 3.12 The Supplier must host a website clearly stating it is a provider to the Crown Commercial Service and what Lots the Supplier has been awarded to. The Website should also include contact details for the Commercial Agreement Manager of the Framework.
- 3.13 All interpreters/translators must carry an official photo ID e.g. driving license or passport, to all assignments which should be valid within 12 months.
- 3.14 All interpreters/translators must carry evidence of any declared security clearances to all assignments. The evidence must confirm the level of clearance assigned to the individual and the date it is valid to.



Exercise 3
Answer Planning Exercise



Using evidence-based examples, please set out how you have ensured work is completed to a high standard at all times and your process for monitoring both servicing and repair/maintenance works. As part of your response, please detail how you ensured high access rates were maintained. Page limit: 2 sides A4.

Part of Question	Customer Needs	What Information is needed?	What evidence is needed?	Suggested headlines	Space allocated

Exercise 4

Improve a Bid Response Exercise



Review the example answer. Using what we have discussed so far, what are the weaknesses and areas for improvement? How convinced are you by the response?

Think of all aspects of how to answer a question, including answer planning, layout, style and relevance

Demonstrate your processes and procedures for quality management and how you will achieve the KPIs in the contract. Include how you will manage quality during work and how you will monitor and improve long-term quality scores. (250 words)

Ensuring excellent quality through a proven system

You will get consistent quality through our quality management system accredited to ISO 9001. This system sets out step-by-step processes and checklists to assure quality at each stage of delivery. On our similar contract for Anytown Council, we applied this system to achieve 100% compliance against a target of (98%).

Meeting and exceeding the KPIs

To achieve value for money, we will set up a bespoke KPI monitoring system for this contract during mobilisation. The Quality Manager will gather KPI data and set a weekly action plan to maintain the required levels. Our Quality Team will hold monthly KPI reviews to monitor progress.

Delivering excellent quality during work

We will ensure all work is completed “right first time” by using our in-work quality checklist. This approach will ensure excellent satisfaction and prevent delays and issues caused by remedial works.

Operatives will follow a workflow for each job and complete phased quality checks at pre-determined stages. The operative must complete and log this check before progressing with the job. A supervisor will then check at least 10% of work as an extra quality check.

Continually improving the service

You will see year-on-year improvements in key metrics across the contract term. To do this, we will apply our continuous improvement (CI) cycle and:

- Appoint a contract quality team
- Schedule monthly CI meetings
- Create CI action plans with SMART objectives
- Monitor month-by-month reports and trends
- Share monthly reports and case studies with you to demonstrate success

(250/250)



Exercise 5

Bid Management Exercise



In the breakout rooms, discuss and compare your current approach to bid management. What works well and what does not work well? Make some notes here about what you plan to change because of this course.

