Table Cenitex performance in 2019–20

Extract from Victorian Government Purchasing Board Annual Report 2019-20

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| --- | --- | --- | --- | --- | --- |
| Performance measure | | | 2017–18 | 2018–19 | 2019–20 |
| (%) | | |
| **Value created from department procurement activity** | | | **6.9** | **7.5** | **10.8** |
| In 2018–19, Cenitex revised its benefits register processes and in 2019–20, it renewed its focus on benefits realisation by building it into every contract renewal through its category team, and using dashboards to identify contract consolidation and substitution opportunities.  Cenitex had several high-value, long-term contracts renewed or returned to market this year, which contributed to a higher value of cost savings. However, total organisational spend was lower than last year which shows that Cenitex is creating value where it matters. | | | | | |
| **Managed spend** | | | **n/a** | **n/a** | **100** |
| Cenitex has a 'no purchase order, no pay' policy which ensures all goods and services spend receives procurement oversight. As Cenitex grows its self-service functions for stakeholders, it will monitor to check that spend does not occur outside of the procurement governance process. | | | | | |
| **Increase in procurement capability** | | | **n/a** | **2.7** | **8.6** |
| Procurement capability increased from 116 to 126 out of 150. Improvements to governance and planning have greatly improved capability across the organisation, as well as the implementation of some catalogue purchasing allowing stakeholders to access self-service purchasing. Cenitex will now focus on market approach, from pre-market through to contract management, to look at improvements to processes, templates and systems. | | | | | |
| **Supplier satisfaction assessment** | **Successful satisfied** | **100** | | **100** | **67** |
| **Unsuccessful satisfied** | **33** | | **50** | **40** |
| Cenitex increased its survey response rate from 8 to 24 per cent. The larger response range most likely accounts for the drop in satisfaction, as last year’s results were based on only five suppliers, compared to 29 this year. Cenitex scored well on supply documentation and submission, clarity of information and evaluation criteria, professional nature and easy to engage with, and openness and responsive to questions. Negative responses related mostly to communication and timeliness. The team has just implemented a source-to-award tool to improve management of procurement activity. Cenitex is also documenting more processes specifically related to the sourcing process and updating all templates to improve communication and timeliness. | | | | | |
| **Planned procurement activity as a % of actual procurement activity** | | | **18.0** | **22.2** | **35.7** |
| Cenitex put considerable effort into forward planning in 2019–20, including detailed interviews with a broad section of its stakeholder base. | | | | | |

Note: Cenitex transitioned to the VGPB on 1 July 2017, so began measuring its increase in procurement capability from2018–19.