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Risk Free Cost Reductions

Utilize eSourcing To Collect Critical Information

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The use of e-sourcing software to interact with potential suppliers has grown dramatically in recent years. However, this same software has been under-utilized in the arena of gathering, analyzing and categorizing internal stakeholder feedback at the outset of a sourcing project.

Companies can use their e-sourcing tool to gather (and house) critical internal stakeholder information via the survey portion of the tool. There are many advantages to this approach.

First, using the tool sends a clear message that the company is serious about leveraging the tool to facilitate the procurement process. Additionally, up front engagement of internal stakeholders via the tool engenders buy-in.

Second, designing and launching an internal survey builds tool proficiency within procurement teams new to using e-sourcing software.

Third, an appropriately designed survey may elicit key critical to quality (CTQ) supplier requirements that have not been previously documented.

Fourth, baseline information related to the product or service to be sourced can be gathered. This could include time required per process step, current supplier satisfaction, etc.

Fifth, an appropriately designed survey can reveal individual requirements and/or supplier satisfaction issues by region, line of business, etc. This information is invaluable when conducting incumbent supplier reviews.

Finally, there are other advantages for conducting up-front research via the tool:

- Information is housed in a central repository (rather than an individual's email)

- Data can be stratified by user group, region, line of business, etc.
- Reporting function provides side-by-side response comparison and eliminates time spent collating information from individual responses
- Once supplier requirements have been documented, a simple survey can be conducted to gather stakeholder sign off.

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