

De Montfort University (DMU) had its first PMA in the spring of 2018, attaining a maturity score of 23%, and landing at the top end of the Developing quartile. After setting tough internal targets, DMU commissioned a follow-up Procurement Maturity Assessment (PMA+) in the summer of 2019 to measure improvements. By using the action plan from the 2018 assessment, DMU improved its scores in several areas and jumped in overall maturity by 25 % points. With a score at the top end of the Tactical quartile, DMU now sits above the sector average for maturity*. This increase means the team has the right strategy, policies and procedures to deliver greater time and cash efficiency. Ultimately, this will deliver better value for money for the institution and its students.

The challenge:

DMU needed to benchmark its performance and progress after implementing an action plan from its last assessment in 2018. Martin Satchwell, Head of Procurement, had set targets within the first DMU Procurement Strategy to raise the function's maturity. His goals were to raise DMU's maturity to Tactical by autumn 2019, and Planned by spring of 2021.

The solution:

Martin decided to go for a PMA+ (remote) because it is the only assessment tailored to the HE sector. Progress through the PMA+ framework provided consistency, benchmarking and examples of best practice to follow. The PMA+ would tell



the team how they were doing against nine sector attributes that are core to performance. The PMA+ assessor would provide guidance on how best to submit evidence, while providing the rigour expected of an objective third party.

The outcomes:

DMU made the largest single improvement within the sector. They jumped 25 % points landing them at the top end of the Tactical quartile. Their biggest improvements were in the areas of governance, resources and skills, and collaboration. Martin says, "The single most important action we took was to develop a strong procurement strategy that aligned with the university's business needs. This provided the road map to focus our activity and supported the case for additional resource within our team." The team is now more consistent in its practice. They have used the assessment to raise the profile and reputation of procurement across the institution. Within the team, Martin has linked PMA+ actions to individual work plans and appraisals. This will allow the team to embed activities that support good performance as part of their continuous professional development. They have also used their score to show that with greater investment in the team, they could improve further and have created a new Senior Category Officer role supporting their International Office operations.

**The four ratings for procurement maturity from least to most mature are: developing, tactical, planned and superior.*

Case Study

The PMA+ delivered a clear action plan for functional development. It meant we invested in the right activities to deliver the greatest impact for our team, the institution, and ultimately, our students.

**MARTIN SATCHWELL,
HEAD OF PROCUREMENT,
DE MONTFORT UNIVERSITY**

DMU jumps 25 % points in procurement maturity and uses progress to promote the function

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