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## Overview

This standard is about procuring products and/or services from external suppliers.

This standard is relevant to managers and leaders who are not procurement specialists but are required to procure products and/or services as part of their role.

This standard links closely to all the other standards in key area *EC Procure products and services* and also to *CFAM&LEB2 Obtain physical resources* and *CFAM&LEB5 Optimise effective use of technology*.

## Performance criteria

- You must be able to:*
- P1 Comply with relevant organisational procedures and legal and ethical requirements when procuring products and/or services.
  - P2 Seek support from colleagues or procurement or legal specialists on any aspect of procuring products and/or services about which you are unsure.
  - P3 Consult with others involved to identify your requirements for products and/or services, drawing up detailed specifications, where necessary.
  - P4 Source products and/or services which meet your requirements, where possible identifying a diverse range of products, services and/or suppliers so you can compare alternatives.
  - P5 Select products, services and suppliers which offer the optimal mix of quality, cost, timeliness and reliability.
  - P6 Negotiate with selected suppliers to reach an agreement which offers good value for money and is acceptable to both parties.
  - P7 Agree a contract which clearly states
    - P7.1 the quality and quantity of products and/or services to be supplied
    - P7.2 timescales and costs
    - P7.3 terms and conditions
    - P7.4 the consequences if either party fails to comply with the contract.
  - P8 Monitor the performance of suppliers in terms of the quality, timeliness and reliability of products and/or services, and take prompt action to resolve any problems, in line with the terms of the contract.

## Knowledge and understanding

*You need to know and understand:*

### General knowledge and understanding

- K1 The importance of following relevant organisational procedures and legal and ethical requirements when procuring products and/or services.
- K2 The importance of consulting with others involved to identify your requirements for products and/or services.
- K3 How to draw up detailed specifications for procuring products and/or services.
- K4 How to source products and/or services which meet your requirements
- K5 How to compare alternative products and/or services and suppliers.
- K6 How to select products and/or services and suppliers which offer the optimal mix of quality, costs, timeliness and reliability.
- K7 How to negotiate with selected suppliers to reach an agreement which offers good value for money and is acceptable to both parties.
- K8 The importance of agreeing a contract which clearly states quality and quantity of products and/or services, timescales and costs, terms and conditions, and consequences if either party fails to comply with the contract.
- K9 How to monitor the performance of suppliers in terms of the quality, timeliness and reliability of products and/or services.
- K10 The importance of taking prompt action to resolve any problems with the performance of suppliers, in line with the terms of the contract, and how to decide what action should be taken and when.

### Industry/sector specific knowledge and understanding

*You need to know and understand:*

- K11 Industry/sector requirements for procuring products and/or services.

### Context specific knowledge and understanding

*You need to know and understand:*

- K12 Relevant organisational procedures and legal and ethical requirements for procuring products and/or services.
- K13 Sources of advice, guidance and support from colleagues or procurement or legal specialists on any aspect of procuring products and/or services about which you are unsure.

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- K14 The limits of your own knowledge, skills and competence.
- K15 Whom to consult with to identify your requirements for products and/or services, drawing up detailed specifications where necessary.
- K16 Sources of products and/or services and/or suppliers which meet your requirements.

## Behaviours

*When performing to this standard, you are likely to demonstrate the following behaviours:*

- 1 Seek opportunities to improve performance
- 2 Listen actively, ask questions, clarify points and restate or rephrase statements to check mutual understanding
- 3 Present information clearly, concisely, accurately and in ways that promote understanding
- 4 Identify and seize opportunities to obtain resources
- 5 Comply with, and ensure others comply with, legal requirements, industry regulations, organisational policies and professional codes
- 6 Act within the limits of your authority
- 7 Show integrity, fairness and consistency in decision-making
- 8 Address performance issues promptly and resolve them directly with the people involved
- 9 Clearly agree what is expected of others and hold them to account
- 10 Work towards win-win solutions
- 11 Make effective use of available resources
- 12 Seek new sources of support when necessary
- 13 Take timely decisions that are realistic for the situation

## Skills

*When performing to this standard, you are likely to demonstrate the following skills:*

- Assessing
- Communicating
- Consulting
- Decision-making
- Evaluating
- Influencing
- Monitoring
- Negotiating
- Problem solving
- Thinking strategically

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### Procure products and/or services

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<b>Original URN</b>	CFAM&LED2
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