

S318: Order products and services

Overview: Identify and obtain relevant products and services to meet agreed specifications as negotiated with suppliers to achieve best value for money.

Links: Business Resources; Communications

Specific skills:

- Communicating
- Evaluating
- Monitoring
- Negotiating
- Problem-solving
- Researching

Performance Indicators

1. Keep up to date with products and services relevant to own area of work
2. Develop and agree a budget and specification for the products or services to be ordered
3. Identify quality products and services that meet the specification
4. Identify the product or service which represents best value for money
5. Procure products or services following organisational procedures
6. Negotiate with selected suppliers to reach an agreement which offers good value for money and is acceptable to both parties
7. Agree a contract for the product or service, if required
8. Create and maintain partnerships with suppliers to improve quality and cut costs
9. Monitor the performance of suppliers in line with the terms of the contract
10. Follow the correct procedures to deal with problems
11. Monitor and evaluate procurement procedures as needed
12. Take action to improve efficiency and obtain better value for money

Knowledge & Understanding

- A. The organisational needs and priorities regarding procurement
- B. Sources of information on products and services relevant to own area of work and how to use these
- C. How to write a specification for a product or service
- D. Different sources of quality products and services
- E. How to select products and services that represent best value for money
- F. How to negotiate best value for money
- G. The organisational procurement procedures, including its policy on the acceptance of gifts and hospitality
- H. How to create and maintain positive working partnerships with suppliers
- I. How supply chains work
- J. How to monitor and evaluate procurement procedures
- K. The actions that may improve efficiency and obtain better value for money