

LUPC Strategy

2024-2028



1. Mission Statement

Providing professional procurement services to our members; delivering value for money, innovation and sustainability.

2. Values

The principles that will guide our operations, interactions, and strategic decisions are:

Excellence

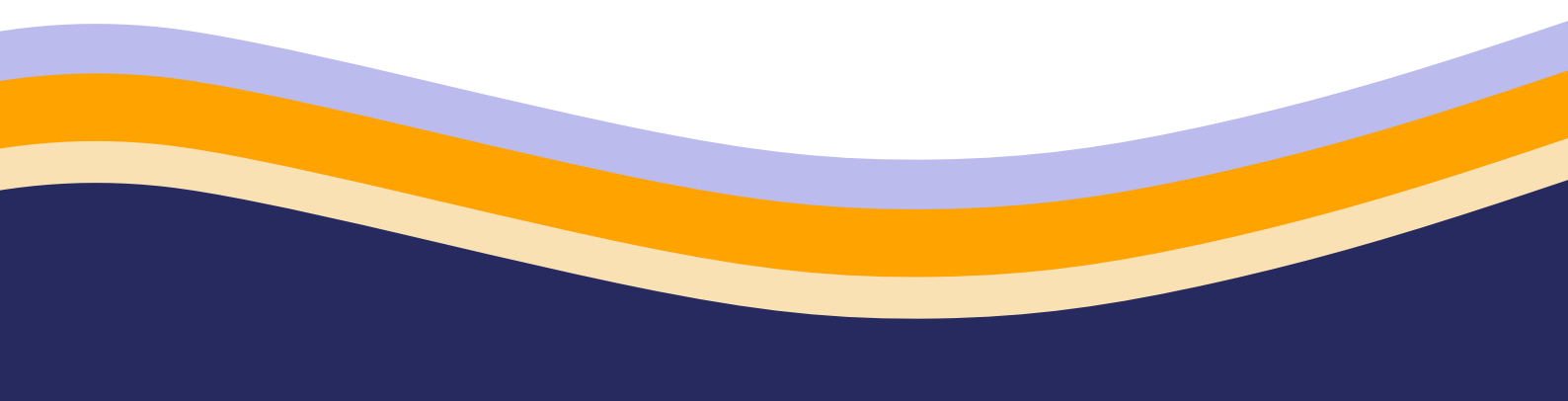
Responsibility

Integrity

Working in Partnership

3. Objectives and Key Performance Indicators (KPIs)

We will deliver our strategy by achieving our strategic objectives which reflect our culture, ethos and organisational values. Each strategic objective aligns with our values to support and optimise the overall success of our organisation, its practice and the benefits to our members. KPIs have been set that will measure performance against our objectives.



A. Excellence

Objectives

Delivering excellence for members is at the core of our activity. We will achieve this by:

I. Providing a comprehensive service for members that meets or exceeds their needs and expectations.

II. Actively seeking feedback and using it to ensure continuous improvement.

III. Designing cost-effective, efficient solutions that maximise value and remove duplication of activities by our members.

IV. Ensuring professional standards are maintained and delivered.

V. Developing agile and/or creative procurement solutions to deliver innovation.



KPI 1: All LUPC led frameworks are delivered on time.

KPI 2: Investigate a minimum of four emerging requirements and opportunities per annum and present to the Executive Committee.

KPI 3: Through the annual member survey, measure member satisfaction. Target >95% agree or strongly agree that we provide excellent customer service.

B. Responsibility

Our key themes are:

Decarbonisation; waste reduction; modern slavery mitigation; equality & diversity; and improving working conditions and social value through our supply chains.

The RP Strategy will be produced to support the delivery of these key themes, it will be a 'living document', to allow LUPC to adapt to the macro environment. It will ensure that we continuously improve our work in this area by leading by example, as well as supporting our members to meet their responsible procurement ambitions.

Objectives

- I. Inspiring a responsible procurement movement among our suppliers and members.
- II. Using our influence to support the development of responsible procurement practices.
- III. Supporting and enabling suppliers and members to maximise and achieve shared sustainability aspirations
- IV. Embedding sustainability into our culture.
- V. Providing resources to enable members and suppliers to track progress on their responsible procurement journey

KPI 4: An increase in the usage/uptake of the RP Hub by members and suppliers (baseline 2024-25).

KPI 5: An annual increase in average supplier assurance scores against each of the RP Strategy themes.

KPI 6: Through the annual member survey, measure member satisfaction with LUPC's work on Responsible Procurement. Target >90% agree that LUPC is meeting or exceeding expectations on Responsible Procurement.

C. Integrity

Objectives


We will act with integrity in everything we do and will be responsible and accountable for our actions by:

I. Ensuring transparency and fairness is reflected in everything we do.

II. Attaining the highest standards of ethical behaviour.

III. Adhering, as a minimum, to all relevant laws, regulations and standards, where appropriate.

Valuing our staff and treating them in an inclusive and supportive manner.



KPI 7: All relevant LUPC staff will complete CIPS Corporate Ethics training and achieve certification annually.

KPI 8: Positive Feedback from the majority of staff in the Annual LUPC Staff Survey across all values.

D. Working in Partnership

Objectives

We will maintain strong co-operative relationships with procurement consortia, members, suppliers and partners. We will achieve this by:

I. Engaging with organisations that align with and support our principles and ethics to extend our reach and benefit.

II. Seeking and implementing innovative solutions for the benefit of LUPC and UKUPC members through collaborative working.

III. Using our influence to create positive impacts for our member organisations and their wider communities.

KPI 9: An increase in the number of engagements, which are endorsed by the Executive Committee, with organisations that support our principles and ethics and deliver a positive outcome (baseline 2024-25).

KPI 10: An increase in jointly delivered initiatives with other sector partners e.g. EAUC, AUDE, JISC, TEC (baseline 2023-24).

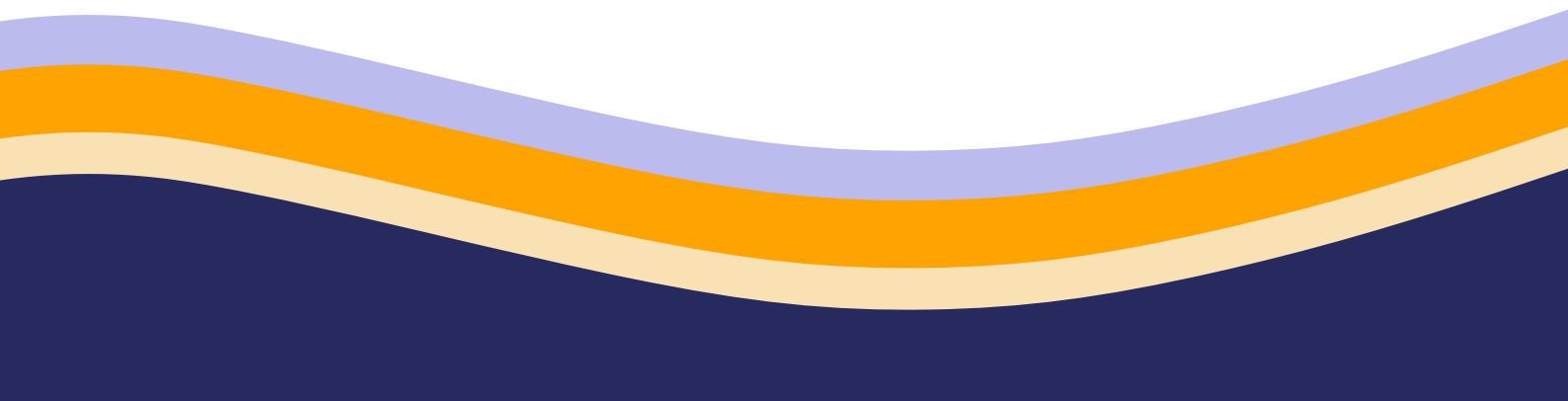
4. Delivery, Performance Measurement and Reporting

We will develop a strategic plan to deliver the objectives using the key performance indicators to measure achievement and report on progress. It will develop further our comprehensive and cohesive procurement service tailored to our members.

We will produce quarterly and annual reports detailing performance against our strategic objectives and KPIs which will be submitted to the LUPC Board.

The LUPC Board will monitor our risks in delivering this strategy and share with our members the developments in the LUPC annual report.

We will develop a comprehensive communication plan to keep members informed about our activities, benefits, and successes through our work in delivering this strategy.



5. Conclusion

Delivering the strategy will create meaningful opportunities and positive change for our members, the sector and stakeholders. It will develop further our broad and cohesive procurement service tailored to our members.

