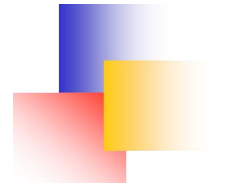




## Case Study

# BAA London Gatwick Airport Procurement & Commercial Management



progress, manage & learn

PML specialise in the provision of bespoke service orientated solutions within all business sectors and markets. Companies seeking to develop and improve both their performance and efficiencies utilise the services of PML within the following, inter-related categories:

- Integration
- Change
- People Management
- Ø **PERFORMANCE**
- Audit Services
- Property & Facilities

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### Project Overview

Enterprise was a major initiative for BAA. We had to ensure that the Gatwick staff did not feel threatened by the new programme. It was an imperative that we gained their support in order for the change programme to be implemented successfully.

BAA already had existing procurement and purchasing procedures in place. PML had to fully understand these in order to implement change and look for ways in which to improve efficiency.

Airports operate in a unique environment. Many of the supplies that they require are in specialist areas and they have specific needs. This means that it is hard to create value due to the lack of suppliers in the market.

### The Service

Vital to the success of the commission was for PML to work alongside the Gatwick team by co-locating to BAA's offices and joining their culture. This ensured that we could encourage the team's participation in developing new techniques.

We held workshops with the team in key areas, not only to teach them, but also to learn from them. This allowed both PML and the Gatwick team to formulate key aspects of the programme together.

We employed Commercial Management techniques, not only to procure the most cost-effective services, but also for BAA to develop relationships with their suppliers; to encourage innovation and continuous improvement.

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### The Value of PML

PML left a legacy for continued change and improvement.

We achieved the corporate aim of reducing the supplier base by 65% and reducing stock value by £1 million.

PML demonstrated further benefits by subsequently using the system to undertake a number of projects on behalf of BAA London Gatwick, including:

- § Coaching Transportation Strategy; developing a supply chain strategy for the provision of all coaching services at BAA locations.
- § Gatwick Coaching Services; managing the procurement process for the provision of coaching services for the airport.
- § CUTE IT Project; managing the procurement process for the supply and maintenance of an IT system.

Catering and Accommodation Strategy; developing a pan-airport strategy for catering and accommodation at the airport.

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