

# Supplier performance measurement and management

As companies move beyond trying to squeeze costs out of their supply chains, supplier performance becomes critical. Ask yourself are we measuring our suppliers effectively? Are the measures driving ongoing improvement and continuing reductions in total cost?

Ongoing measurement of your key suppliers can deliver multiple benefits to the organisation. Conversely, those that fail to measure run the risk of ongoing quality problems, service deficiencies, and cost overruns that can eat into bottom-line profits and damage competitive positioning in the market.

The NSW Regional committee invites procurement professionals to join us and our industry experts at our next function to discuss the theories behind successful measurement and management of supplier performance.

Our experts will share their knowledge through practical tips and real life case studies on how it has worked in the past for companies just like yours.

Our Experts include CIPSA 2007 & 2009 Best Supplier Partnership award winners:

**Mr Allan Nelmes** – Manager- Seats, Qantas Engineering Supply Chain  
**Mr Llew Jones** – Commodity Manager, Qantas Engineering Supply Chain  
**Mr Chris Heptinstall** – Procurement Manager (Australia), Eli Lilly Australia

The event will be held at the Qantas Centre of Service Excellence – a facility that houses a unique combination of world-class product and exceptional service training. Take the opportunity to immerse yourself in the interactive customer experience zones; First, International Business, International Premium Economy, International Economy, Domestic and QantasLink, where you can experience first hand the products on offer and view simulated aircraft training environments. This venue also provides great context for the case study being presented by the Qantas team.

## Speakers

**Allan Nelmes** – As the Manager - Seats, Allan is responsible for the strategic procurement, commercial management of contracts and lifecycle maintenance of around 50,000 flying seat assets across the Qantas Group. He works closely with all layers of the organisation with numerous challenging stakeholder requirements. He is a key member of a team driving the Supply Chain agenda and ongoing process improvement within Qantas Engineering. Allan has an MBA and degree in Business as well as +10 years experience in procurement (4 years with Qantas), asset management and corporate administration.

**Llew Jones** – As a Commodity Manager within Qantas Engineering, Llew has end-to-end supply chain responsibility for a subset of aircraft cabin products and systems across the Qantas fleet. Llew also leads cross-functional improvement initiatives, including for example, the development of the current Supplier Relationship Management toolkit. Llew achieved his MCIPS in 2008 and has 10 years experience within the airline industry.

**Chris Heptinstall** – Chris is the Australian Procurement Manager for the American pharmaceutical giant Eli Lilly. He was the Procurement Manager for IBM and Goldman Sachs in the UK before moving to Australia in 1995. Since then he has worked for Macquarie Bank, Lend Lease and IAG. He also spent three years with Cyberlynx Procurement Services where he developed many of their category management tools and templates. Chris is passionate about Supplier Performance Management and his work in this area led to his team at IAG winning the first ever CIPSA Excellence award for Best Supplier Partnership in 2007. In 2008 his team backed this up by winning the CIPSA award for Best Example of Corporate Social Responsibility.



This event is proudly sponsored by Qantas.

## INVITATION

### When & where

**Thursday 3 June, 2010**

**QANTAS Centre of Excellence  
70-80 Euston Road  
Alexandria NSW 2015 Australia.**

### What time

Registration: **5.45pm**

Start: **6.00pm**

End (approx): **8.00pm**

### How much will it cost?

CIPSA Members **\$25\***

Non-members **\$35\* inc. GST**

\*Please note prices listed are applicable for online bookings. Manual bookings will incur a 5% administration charge.

### Parking

Street parking available.

### Catering

Cocktail food, beer, wine & soft drinks.

### RSVP

**Monday 31 May, 2010**

Please book online at  
[www.cipsa.org/australasia/  
events/nswevents](http://www.cipsa.org/australasia/events/nswevents)

Email [events@cipsa.com.au](mailto:events@cipsa.com.au) or call  
1300 765 142 with any event queries

