

What's happened since we last met?

Lee Tribe

Delivering Value,
Delivering Together

DWP Department for
Work and Pensions

Agenda

Context setting

Big scary numbers

The Future

Supplier principles

What you can do to help?

Business Challenges

RECESSION

Unemployment rises

Supplier stability

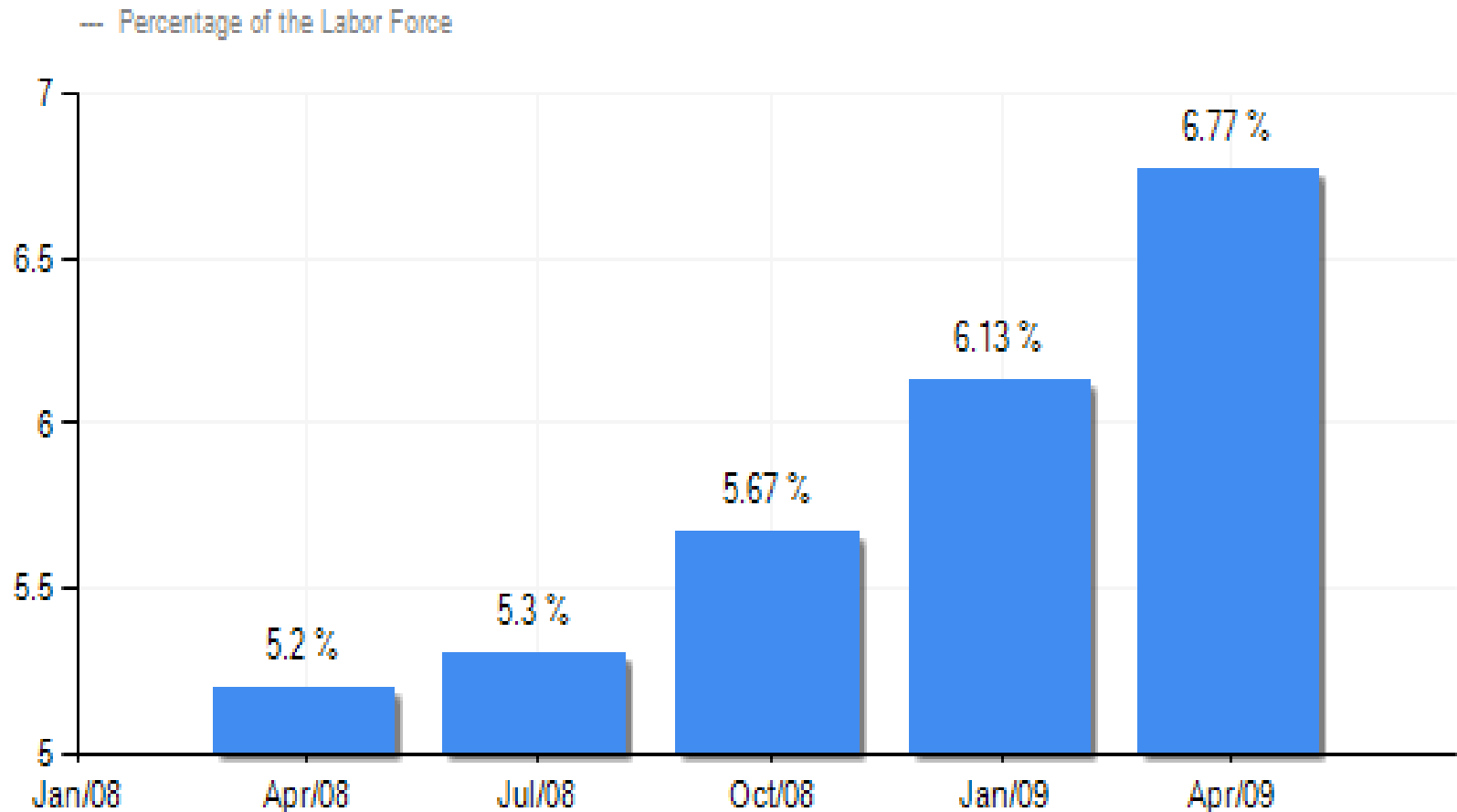
CSR07 challenge

Data security

Pensions crisis

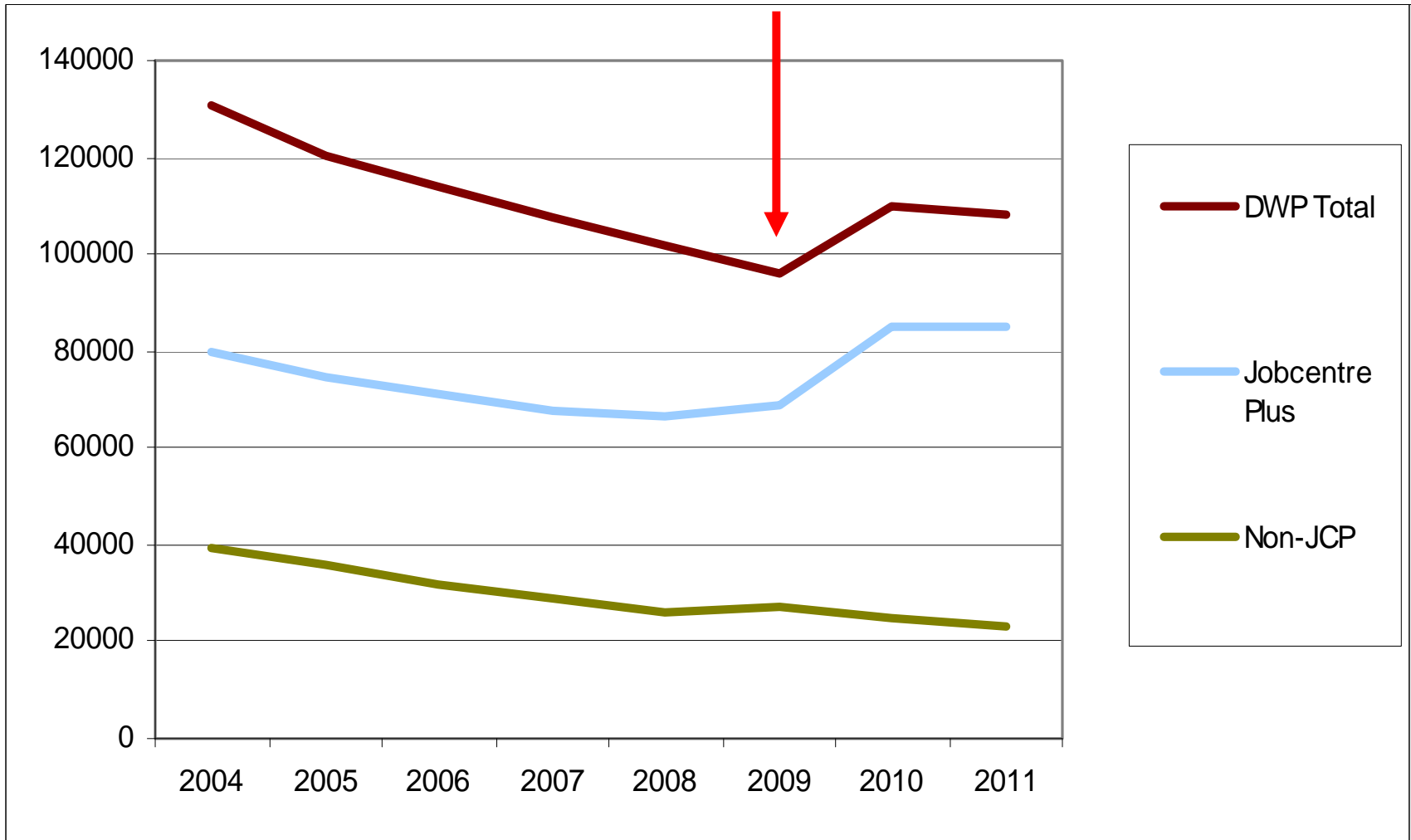
... and a huge delivery job

Economic changes



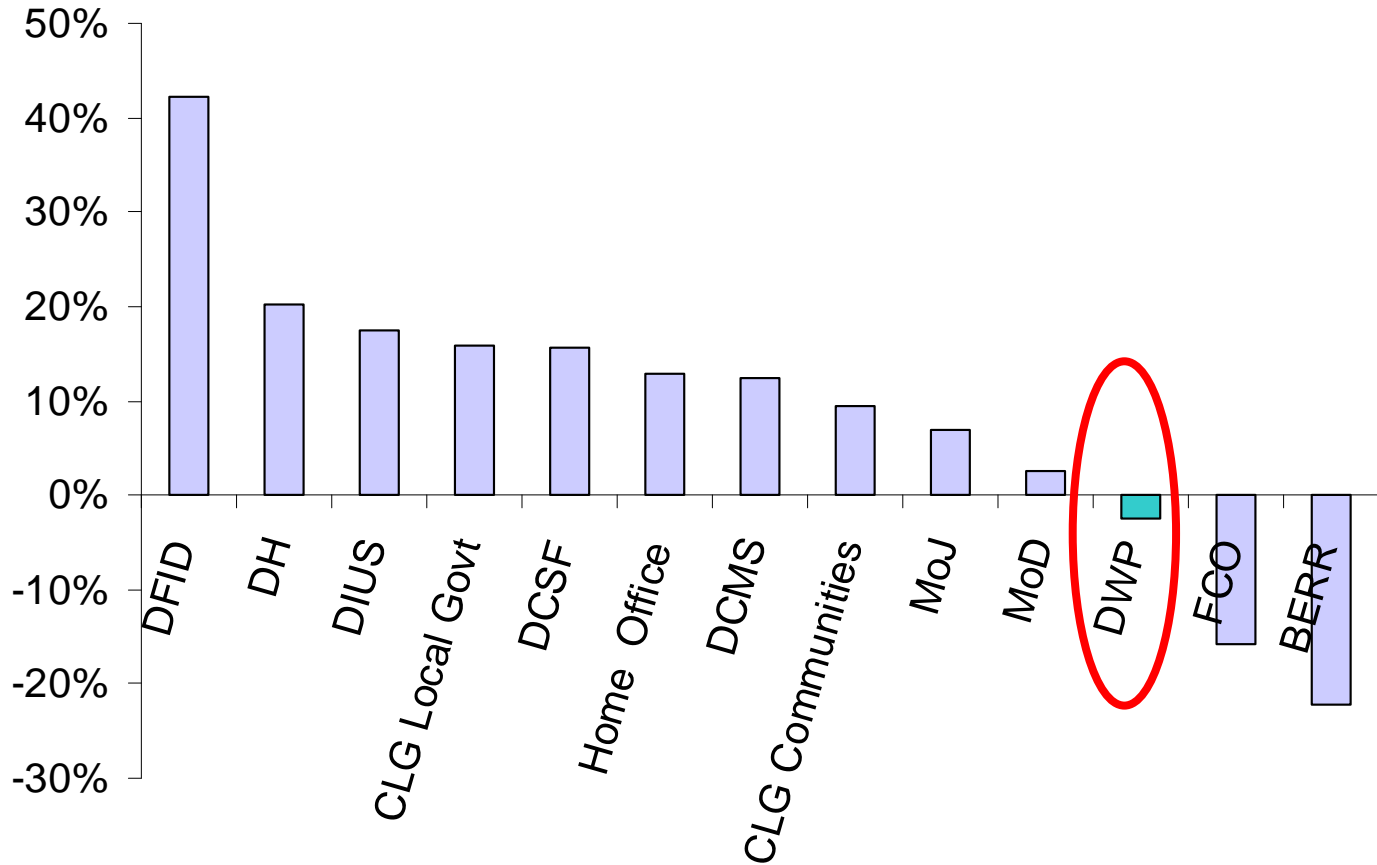
www.tradingeconomics.com

Increasing efficiency



...but DWP is typically at the bottom of the pile.....

CSR07 settlement comparison



Dealing with ambiguity

The future is not certain

Maintaining the dialogue will be key to success .. to maintain alignment

And keep to the business principles

- Simple
- Transparent
- Value for Money

Creating an environment where our suppliers become an extension of the department



Contingency Plans

Is about maintaining critical services under a range of contingencies, ranging from minor breakdown of service components right through to disasters such as loss of a building or supplier failure.

This involves identifying which services must be maintained in which circumstances.

A business contingency plan is drawn up that specifies how the business will continue its critical services under a range of disaster scenarios.

The consequent requirements for continuity for each critical service to the business are then derived. Contingency plans need to be audited and tested from time to time.

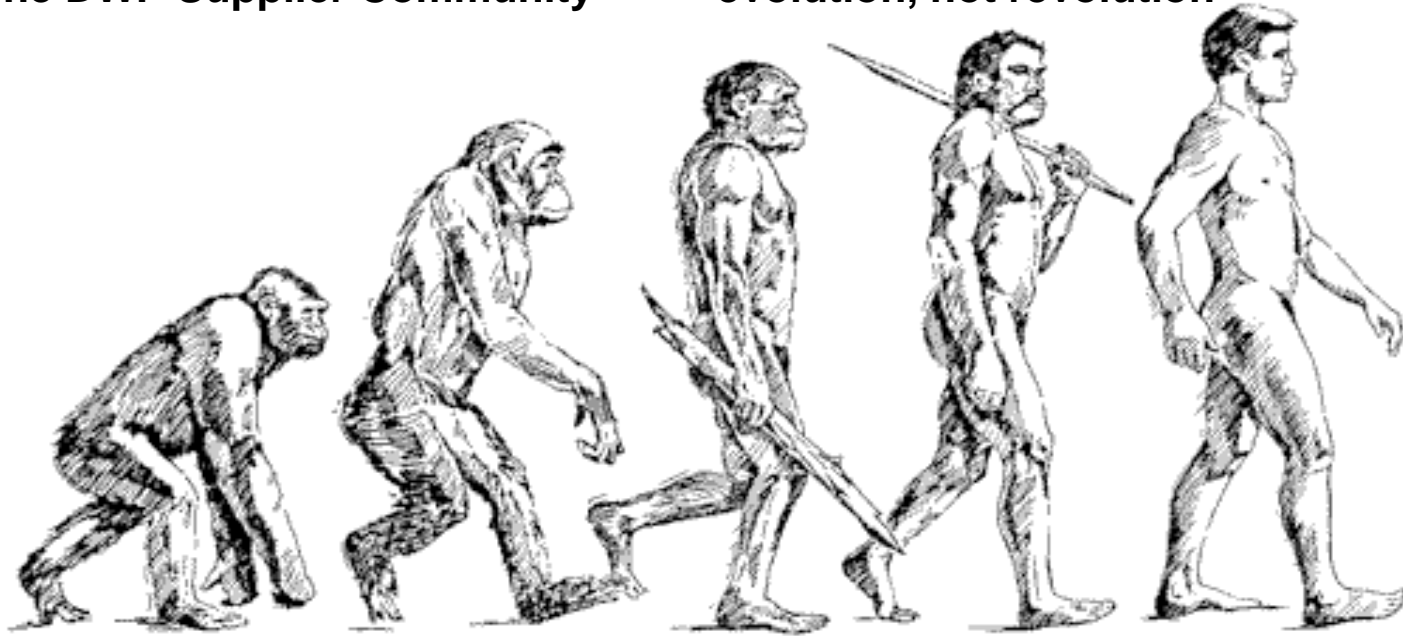
The costs of implementing contingency arrangements will be significant and resource intensive.

Plans in the event of failure of key suppliers were inconsistent a new approach has been developed.

Evolving relationship Management

The DWP Supplier Community

– evolution, not revolution



Contract Mgt

- What you see is what you get

Performance mgt

- Short-term planning horizons
- ‘Stressed’ relationships

Relationship mgt

- Multi-year horizon
- Agreed ways of working
- Innovation
- Risk management

Our DWP Supplier Principles

DWP looks for strong relationships built to deliver the objectives we share and to support each other to excel at what we do. We will work with suppliers who.....

- 1) Partner us in our drive to deliver DWP Objectives and achieve sustained value for money for the UK public and taxpayer.
- 2) Demonstrate flexibility and create an environment for innovation that results in continuous improvements in service delivery and customer care for DWP.
- 3) Share our appetite for efficiency within the supply chain by identifying opportunities to simplify and remove bureaucracy. Work with us to develop a mutually beneficial return on investments through simplicity and technology.
- 4) Protect and treat all information in accordance with Departmental standards, the Data Protection Act and relevant UK legislation.

Our DWP Supplier Principles

5) Share in our DWP core values – achieve the best, respect people, make a difference, and look outward – through this our organisations and our people can flourish.

Help us build a fairer society through our commercial relationship by;

- a) Promoting equality and diversity in the workplace
- b) Embracing sustainability.
- c) Supporting supply chain diversity – live these principles with your sub-contractors from all sectors, including the third sector and voluntary sector.
- d) Embracing DWP's policy of fair payment terms throughout their supply chain for the economic benefit of all.