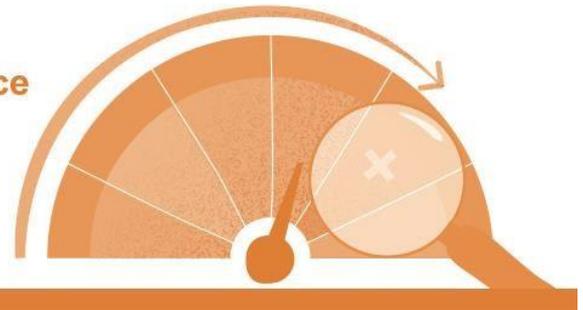Evaluate
Supplier Performance

SPM
Supplier Performance Management

ARCUS Supplier Performance Management Summary

- Manage the performance of large volumes of suppliers

- Standardised and comparable performance metrics

- Global view of suppliers in relation to critical KPIs

- Reduce supplier performance risk

- Improve efficiency and remove administrative burdens

- Improve communication between operational users, buyers and suppliers.

- Strengthen business relationships

- Make more informed purchasing decisions

Real insight into supplier performance drives productivity and improves supplier value.

ARCUS® SPM 'Supplier Performance Management' module allows users to proactively and efficiently evaluate large volumes of suppliers, to enhance vendor performance and strengthen supplier relationships. Set against KPIs and in line with corporate strategy, SPM provides visibility over supplier performance in relation to agreed deliverables. It helps enforce best practice and gives operations a voice in productive supplier management. SPM provides a platform for more informed sourcing decisions, improving supplier productivity and maximising supplier value.

Advantages of ARCUS SPM

Measures performance against expected metrics, KPIs and SLAs
Measures supplier performance against expected metrics to ensure suppliers perform to contracted SLAs and KPIs. This helps maximise supplier value and improve supplier deliverables.

Manages the performance of large volumes of suppliers
Automated processes and scoring make it easy to proactively manage the performance of large volumes of suppliers.

Make more informed purchasing decisions
Complete and consistent supplier performance data allows for easy identification of underperforming suppliers. It provides evidence in supplier negotiations, justification over supplier selection and allows for more informed sourcing decisions.

Encourages better business relationships
Communication and feedback on supplier performance between operational departments, buyers and suppliers gives greater insight into supplier performance and provides a platform for better supplier development.

Aligns supplier performance with company strategy
Aligns supplier KPIs with corporate KPIs to give a global view of suppliers in relation to the overall business strategy.

Identifies supplier risk and non-compliance
Quickly and easily identifies performance issues, quality problems and compliance gaps.

ARCUS SPM Features

Configurable and easy to use scorecards

Easily configure and set up scorecards that are designed to gather comprehensive information in an accessible way. Mobile/tablet friendly questionnaires, login free access and intuitive designs all help to minimise the effort from respondents which, in turn, encourages scoring and maximises response rates.

Integrated workflows, automated alerts and reminders

Configurable workflows, automated alerts and reminders, email notifications and sophisticated scheduling features all help streamline the process of managing supplier scorecards, reducing administrative burdens and improving efficiency.

Centralised dashboard

A user-friendly dashboard gives complete visibility over the progress of each scorecard. Scorecard delays, email failures and information updates can all be managed from one central location, reducing the risks of bottlenecks and delays.

Reporting and data integration

Data can easily be extracted into third party business intelligence tools (Excel, ClickView) for more in-depth integration.

Quick to implement

Existing ARCUS® platform users can switch on the SPM module straight away, allowing them to realise the benefits of SPM in just a few days. New ARCUS® customers can adopt our tried and tested implementation plan and roll out SPM in just weeks. Using our tried and tested implementation plan, we can support and guide you every step of the way.

The ARCUS Platform

ARCUS® SPM can be used as a standalone solution to give focused insight into supplier performance metrics or alongside other modules from the ARCUS® Supplier Management suite. Easily-configurable, fast to deploy and simple to use modules provide a powerful tool to manage the complete cycle of supplier information. Using integrated workflows, dashboards and reporting tools, users are able to automate and track supplier information from registration through to negotiation and onto evaluation and contract management.

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