

CASE STUDY

# OEM Indirect Purchasing

[bu:st] developed & implemented processes to increase communications efficiency.



## THE PROBLEM

Early in the construction procurement process, project leaders lacked clear transparency due to:

- Insufficient regular cross-departmental meetings.
- The lack of a centralized documentation process.
- Inadequate reporting regarding the progress of escalated parts orders, including details on orders placed and delays in delivery.

## THE SOLUTION

[bu:st] solved this client's problems by:

- Creating a meeting landscape and using it as a basis for a sustainable problem-solving process.
- Developing a centralized location for project documentation.
- Developing a monthly reporting structure for escalated parts orders.

## THE RESULTS

Implementing the solution above resulted in:

- Putting a transparent documentation and reporting process in place.
- Increased transparency in communication with items being escalated more efficiently when necessary.
- Reduction in overall escalated parts on order.
- More inter-departmental cooperation to achieve successful procurement.

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