



Changing the world
of work for good

Trade Union Congress Centre

Congress House, situated in the heart of the West End in central London, has been the headquarters of the TUC since 1958 and was constructed as a memorial to the sacrifices made by trade unionists in two World Wars.

Contemporary and flexible, Congress House is a large-scale venue, purpose built for events. It offers 16 flexible meeting and events spaces with capacities ranging from 10 to 500 guests.

Background

The TUC were outsourcing the management of their catering procurement and invoice management service. In October 2019 they found themselves in a position where they needed to find new providers who could meet their high standards.

Brief

We were contacted by the general manager and asked if we could support them on finding alternative suppliers that would be operational by 1st January 2020. The key requirements were:

- ▶ A procurement provider that was innovative and challenging;
- ▶ A safe and secure supply chain;
- ▶ Like-for-like product matching and alternative range suggestions;
- ▶ Suggestions on how to reduce the number of suppliers to maximise spend with key suppliers;
- ▶ How to reduce the number of deliveries being received;
- ▶ Advise on purchase ledger management and supplier relationships; and
- ▶ Prepare a database of Health and Safety and O and M information and asset schedules for the completed accommodation.

Approach

The first stage of the project was to understand the current position, which included suppliers, range, pricing structures, specifications and service level agreements. We then utilised our vast knowledge of the supply chain and were able to provide a line-by-line benchmark which demonstrated the like-for-like position and then a secondary position which included the use of alternative products.

We also needed to understand the processes in place for purchase ledger management which meant liaising with the current provider to understand key milestones and ensure continuity of supply.

Outcomes

We presented a detailed report which provided clear and concise results of their current providers performance along with the new position, with the TUC deciding to go with the new proposal.

A seamless transition of purchase ledger management meant that the entire supply chain remained fully operational, and it was completed within the timeframe. The model is self-funding as the procurement benefits identified have more than covered the costs of the purchase ledger management with the surplus being returned to the TUC.

▶▶ We engaged with Litmus Partnership because they are independent and impartial; there was no alignment to a supplier ensuring their efforts were focused on achieving the best result for us. They have a vast amount of experience within the sector. We were kept informed throughout the whole process and importantly we were listened to, ensuring that our service standards were not compromised at any time. ◀◀

Paul Jones, General Manager, TUC



For more information about Litmus get in touch:

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