

CASE STUDY

Framework Procurement and Collaborative Working for Property Maintenance

Client: Luton Borough Council
Project: Property Sector - Procure
Purpose: Procurement and Collaborative Working Support



The Challenge

Luton Procurement Partnership (LPP) worked with Atos Consulting to develop proposals and plans for the improved procurement and management of property maintenance. The Atos recommendations included external support to be provided by The Collaborative Working Centre (CWC) during the procurement and change management process.

What CWC Did

A Maintenance Procurement Group was established that managed Client training, procurement of partner Contractors & suppliers and the development of new processes. The initial task of the group was to agree procurement fundamentals; CWC provided external support to LPP to plan the significant changes in the Client processes required for working in the new collaborative arrangement.



The Benefits

CWC adopted a systematic approach to process improvement within individual Delivery Teams. Work carried out by CWC has shown that to achieve rapid improvement, processes have to be designed rigorously by teams of people with a keen interest in how they will operate. CWC worked with LPP staff to develop and organise new integrated processes, identifying the major obstacles to improvement & helping LPP to plot and analyse information flows & working practices, then helping them to define new integrated working teams.

For further information please contact:

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