

# Strategic Plan for 2022-27

| Our Values                                                                                                                                                                             |                                                                                                                                                                                                                                                                                          |                                                                                              |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------|
| <b>People Orientated</b>                                                                                                                                                               | Our greatest strength is our people. They are at the heart of all that we do. We provide a caring environment that focuses on individual needs so that our people play an active role in developing the charitable objectives of the Group.                                              |                                                                                              |
| <b>Supportive</b>                                                                                                                                                                      | Supporting our staff and customers is important to us. We listen to customers views and staff ideas and work together to provide an exceptional service. We heavily invest in the principals of training for all, sharing knowledge and guidance.                                        |                                                                                              |
| <b>Customer Focused</b>                                                                                                                                                                | Everything we do is for the benefit of our customers. We are 100% committed to delivering the highest-quality service and support that exceeds expectations.                                                                                                                             |                                                                                              |
| <b>Collaborative</b>                                                                                                                                                                   | Working together achieves more. We share best practice and knowledge through teamwork and strive to develop innovative approaches through strong partnerships.                                                                                                                           |                                                                                              |
| <b>Professional</b>                                                                                                                                                                    | Acting with honesty, integrity and treating everyone with respect, we stive to deliver the highest standards to achieve strong working relationships.                                                                                                                                    |                                                                                              |
| Vision                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                          | Mission                                                                                      |
| Our charity's vision is to be the <i>procurement services partner of choice</i> for the education sector and through our work, help the sector to enhance teaching and learning.       |                                                                                                                                                                                                                                                                                          | Our charity's mission is to provide outstanding procurement services to members and clients. |
| Charity Objectives – <i>extract from Charity Commission website</i>                                                                                                                    |                                                                                                                                                                                                                                                                                          |                                                                                              |
| The company's objects(s) ("The objects") are to promote the efficiency and effectiveness of charities and the effective use of charitable resources for the benefit of the public by:  |                                                                                                                                                                                                                                                                                          |                                                                                              |
| 3.1.1 Providing services for further education, higher education, schools, and other educational bodies to promote good practice and enhance and improve their procurement activities. |                                                                                                                                                                                                                                                                                          |                                                                                              |
| 3.1.2 Advancing education and research in procurement provided that all the useful results of such research are published.                                                             |                                                                                                                                                                                                                                                                                          |                                                                                              |
| Strategies – <i>Longer term strategic pillar of the company</i>                                                                                                                        |                                                                                                                                                                                                                                                                                          |                                                                                              |
| Strategy                                                                                                                                                                               | Objective – <i>A description of what we want to achieve</i>                                                                                                                                                                                                                              |                                                                                              |
| <b>(S1)</b> To deliver outstanding procurement services.                                                                                                                               | <b>(O1)</b> We want to achieve continuous improvement in the delivery of our procurement services. Success will be sustaining or improving customer satisfaction by maintaining or improving the % of survey responses ranked outstanding or good compared to the previous year results. |                                                                                              |
|                                                                                                                                                                                        | <b>(O2)</b> We want to be the procurement services partner of choice for the education sector and beyond. We will do this by pro-actively engaging with customers to understand and meet their needs.                                                                                    |                                                                                              |
|                                                                                                                                                                                        | <b>(O3)</b> We want to be a trusted provider of procurement services. We will do this by being open, transparent, and fair with marketplace suppliers. We will do this by being pro-active and ethical in our engagement with suppliers (new and existing).                              |                                                                                              |
| <b>(S2)</b> To support the development of our people (members and employees).                                                                                                          | <b>(O4)</b> To promote the importance of procurement professionals within the education sector.                                                                                                                                                                                          |                                                                                              |
|                                                                                                                                                                                        | <b>(O5)</b> Be an employer of choice which attracts, retains, and develops talent.                                                                                                                                                                                                       |                                                                                              |
|                                                                                                                                                                                        | <b>(O6)</b> Advance education and research by developing our people to be the best they can be.                                                                                                                                                                                          |                                                                                              |
| <b>(S3)</b> To enable a sustainable future.                                                                                                                                            | <b>(O7)</b> Achieve financial sustainability                                                                                                                                                                                                                                             |                                                                                              |
|                                                                                                                                                                                        | <b>(O8)</b> Achieve environmental sustainability                                                                                                                                                                                                                                         |                                                                                              |
|                                                                                                                                                                                        | <b>(O9)</b> Achieve economic sustainability                                                                                                                                                                                                                                              |                                                                                              |