

THE SUPPLIER EXPERIENCE SURVEY



The events of 2020 and early 2021 revealed just how reliant the world is on an ecosystem of successful, reliable and efficient suppliers.

- Organizations must start providing value for everyone, how they work and engage with their suppliers, rather than just focus on cost savings.
- However, relationships with suppliers are becoming continually more complex and harder to manage.

Supplier Experience (SX) refers to all the interactions that take place between an organization and its suppliers. **Supplier Experience Management (SXM)** is the practice of creating the conditions in which a buying organization and all of its suppliers can achieve mutual success together.

We have asked 100 senior procurement professionals about their organization's function today and the vision for the function in the future...

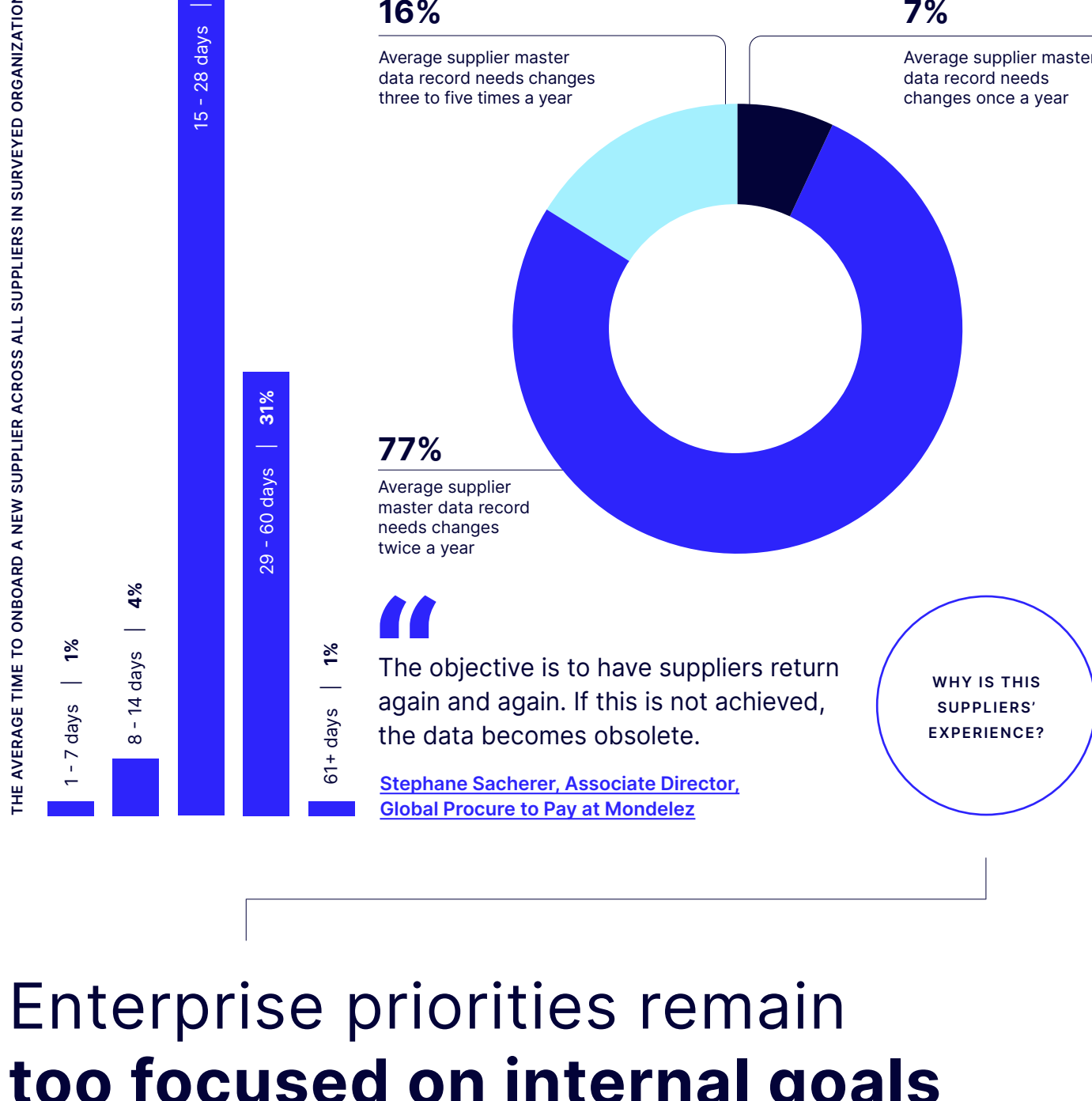
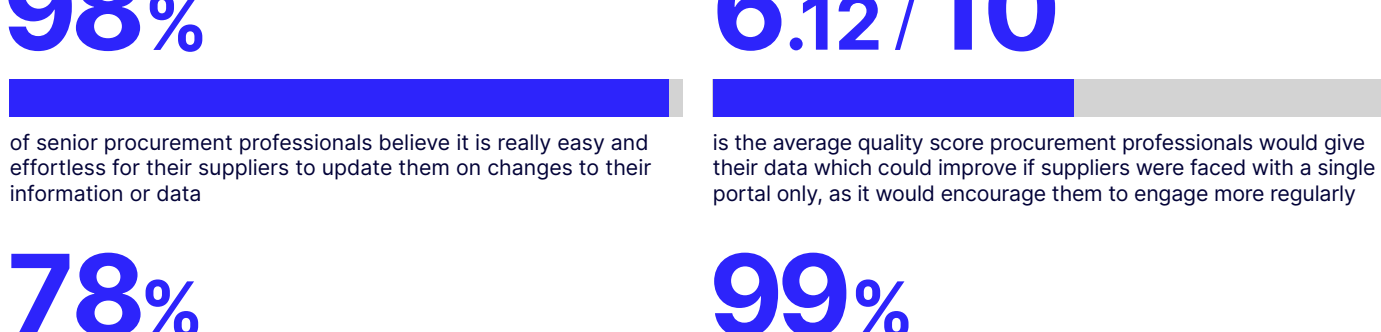


WHAT DID WE ASK?

- Questions based on actual activities
- Questions focused on aspirational objectives

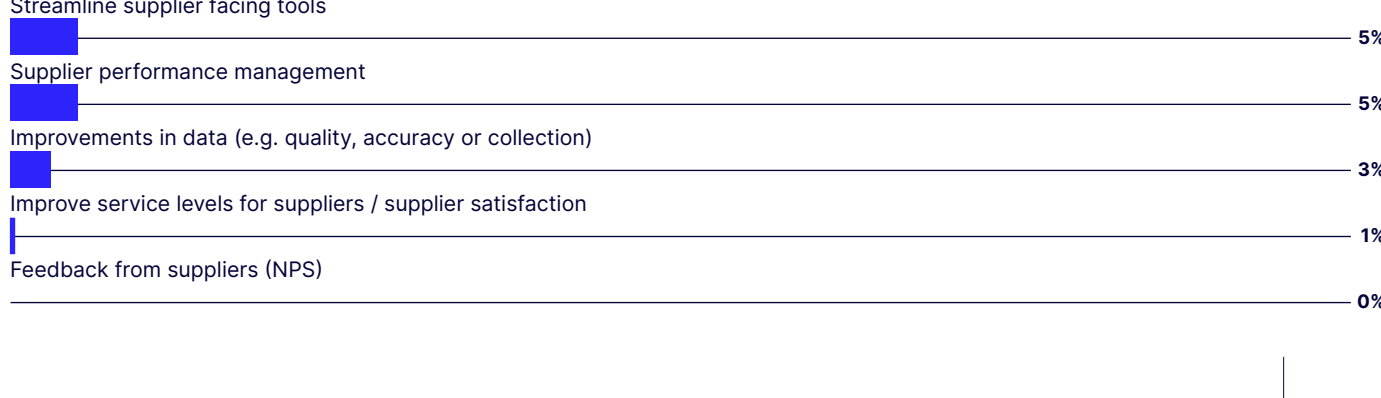
The reality of supplier experience

Ongoing challenges faced by suppliers include 'the processes being too manual, the need to maintain the currency of data, lack of integrated systems and data being siloed, and adopting a one-size-fits-all onboarding process'.



Enterprise priorities remain too focused on internal goals

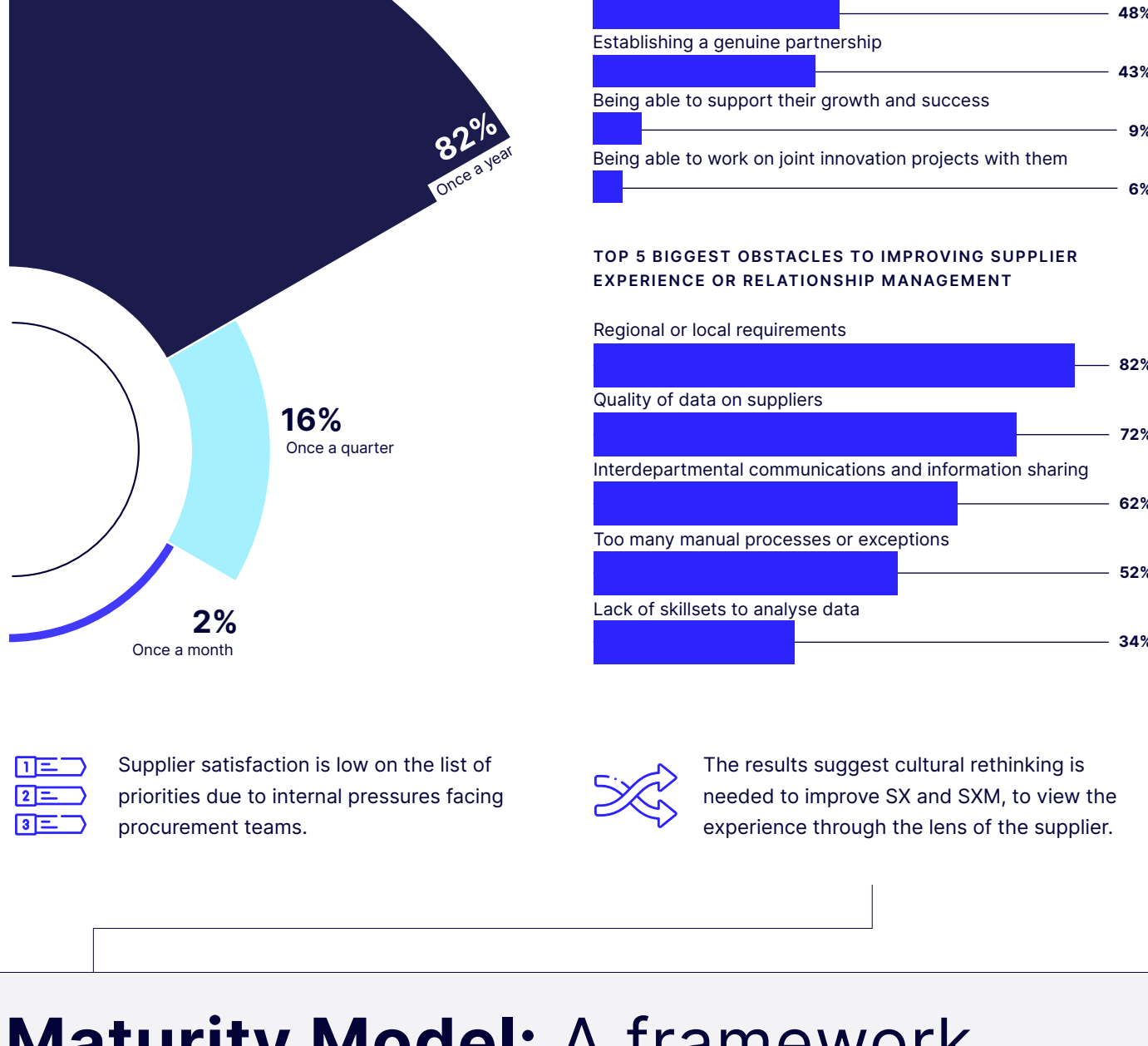
- Too many CPOs still focus on cost management which negatively impacts their relationships with suppliers.
 - Similar to personal relationships, suppliers will go the extra mile if they are satisfied with the organization's approach and service.
 - Investment in supplier experience and supplier satisfaction provides both a direct and an indirect ROI for those organizations prioritizing it.
- “The profession is moving away from cost savings, to looking at the complete value chain. Efficiency and speed are important, but agility and supply chain resilience are the priority.”**
- Tom O'Byrne, Head of Supply Chain Development at Qinetiq*
- WAYS TO INCREASE SUPPLIER ENGAGEMENT RATES:**
- Streamlining onboarding
 - Reducing the number of systems and entry points for data



Fixing communications: A persistent pain point



Six obstacles to Supplier Experience Management



Maturity Model: A framework for change

The Supplier Experience Maturity Model helps to answer, 'To what extent do our current priorities and practices set up our suppliers, and our teams that work with them, to be successful?'



Creating conditions for mutual success

There is still a difference between what procurement leaders perceive as good versus how this translates into an actual end-to-end experience for suppliers.

“In the same way as employee and customer experience refocused on creating more value for the subject involved, exactly the same needs to happen with supplier experience and supplier experience management.”

Costas Xyloyiannis, CEO of HICX

[Read Full Survey](#)

