

Graham improves supplier accreditation processes with Supplier Management

Graham is an employee-owned construction solutions partner that provides general contracting, design-build, construction management and public-private partnership (P3) services to the buildings, industrial, and infrastructure sectors. With over nine decades of experience, Graham have the resources, capacity and expertise to undertake projects of every scope, scale and complexity.

Customer:

GRAHAM

Industry:

Construction

Location:

Calgary, Alberta, Canada

Causeway Solutions:

Causeway's Supplier Management solution is helping Graham to streamline the management of their supply chain across the wide expanse of Canada and the northern United States.

The Challenges

Graham was facing challenges in onboarding, managing and maintaining a supply chain of nearly 3000 trades. Despite having a supplier management solution in place already, they were having difficulties with:

An inflexible system:

The system being used at the time was highly inflexible and not customisable at all, plus it wasn't user friendly. Graham had also been sold on some features that never came to fruition in the 1.5 years they had been using the system.

Graham was also fully aware that their vendors were unhappy about using the system as it was not at all user friendly or intuitive.

Different geographic locations:

Working with suppliers across Canada and the United States meant that it was difficult to keep track, or get an accurate list, of vendors in many of the more remote areas. Graham was finding it hard to remain nimble due to the large geographic area that was being covered.

Disparate rules:

There was inconsistency in the various office locations, each of them qualifying trades differently.

Accreditation fatigue:

Suppliers were being bombarded with questions from different business groups, like Quality, Health and Safety, and Finance, at the same time.

The Solution

Graham looked to Causeway to implement a supplier management solution that would streamline the onboarding and accreditation of its suppliers to improve efficiencies, increase communication and reduce the risks inherent in managing a supply chain.

One expert partner:

Causeway's industry experts and project managers with years of industry knowledge deliver fast and accurate implementation and supplier onboarding.

One connection, limitless partners:

The Supplier Management platform is infinitely scalable. There is no limit to the number of vendors that can be added to the system, which means it can grow with Graham.

One central repository for supplier data:

Graham could start using the system immediately with data common to the industry, such as health and safety, financials, business and professional standing, BIM, contacts and more.

One tool for pre-qualification and accreditation:

Supplier Management allows Graham to capture specific information about supply chain partners to ensure minimum levels of accreditation. PQQs are sent directly to suppliers via an online portal with management of the entire accreditation process.

One central location for controls:

Having a centralised single view of all supplier data ensures accurate information is available to everyone who needs it. If a supply chain partner slips below an assessment threshold this will be flagged to finance, procurement and management and the supplier will have the chance to address the issue.

One robust platform:

Causeway offers outstanding security and business continuity backed up by ISO accreditation.

80%

OF GRAHAM'S SUPPLY CHAIN IS EXPECTED TO BE ONBOARDED TO THE SUPPLIER MANAGEMENT PLATFORM WITHIN JUST SIX MONTHS

“The Causeway team didn't just do the implementation for us. They taught us to do it ourselves. It's like the old adage ‘teach a man to fish’ - we know the system in-and-out ourselves now. And if we have a problem, it gets looked at immediately. The response time is amazing.”

Dan Radu, Supply Chain Manager

The Outcomes

Causeway's Supplier Management platform enabled Graham to significantly increase the efficiency of their accreditation processes through its integrated digital solution and configuration capabilities.

Cost savings:

Being able to consolidate disparate systems across various business functions offered a distinct cost advantage for Graham.

Greater flexibility:

Graham was able to customise the system in such a way that business functions across the organisation had everything they needed for their own accreditation requirements, from adding custom questions and performance criteria to setting trade lists, search filters and more.

Easy onboarding:

Despite the massive rollouts to different regions unaccustomed to change, Graham found that the Supplier Management platform was intuitive and user-friendly enough to get suppliers on board quickly.

Reduced risk:

Having their suppliers on a centralised platform allows Graham to ensure that everyone is being evaluated through the same consistent processes.

Increased efficiency:

Various business functions are able to save hours of work by reducing the amount of “chasing” that was required to get suppliers accredited.