

BACKGROUND

Quotient is a leading provider of early stage and specialist drug development services to life science clients worldwide. It provides tailored solutions for pharmaceutical, biotechnology and agrochemical clients, using state-of-the-art technologies underpinned by unparalleled medical, chemical and biological expertise. Quotient's extensive range of capabilities spans Chemistry and Metabolism, Bioanalytical Sciences, and Clinical as it helps to aid product development.

Quotient has a significant procurement requirement across both direct and indirect categories. In 2010 when newly appointed CEO Roger Burdett instigated a review of all lines of expenditure and needed a procurement specialist he turned to Neil Birkbeck Ltd for assistance.

WORKING WITH A TRUSTED PARTNER

Roger had previous first-hand experience of working with Neil Birkbeck. The procurement specialist had helped to identify opportunities and delivered procurement savings when the two had worked together at Classic Hospitals.

In November 2010 Neil undertook a full business review of Quotient's current purchases and processes to identify savings opportunities. He immediately highlighted two areas where cost savings could be achieved – lab consumables and courier services. In both areas spend was high and warranted further investigation. Quotient agreed that procurement projects in both areas should be initiated and handled via an online tendering process. At the same time, by analysing and reviewing other expenditure items, Neil also identified some smaller items where cost savings could be made in other areas e.g. office supplies and energy. These saving opportunities didn't warrant a full online tendering process, but the procurement specialist agreed with Quotient to source a second supplier quotation. When that pricing was deemed better, then Quotient could challenge its incumbent supplier and secure a more competitive price or move to the new supplier.

Roger Burdett, CEO Quotient takes up the story: "I was impressed with the manner in which Neil worked with me to identify the opportunities and then went after them with a vengeance."

KEY DELIVERABLES

The overall project involved Neil and an associate working several days a week on a three month assignment with the team handing over to a full time internal purchasing manager, who they helped recruit at the end of month three.

Neil followed a formal online tendering process, putting together a list of initial suppliers, agreeing terms and developing the online tender questionnaires. He worked closely with the internal teams who managed consumables and couriers to get tender specific



QUOTIENT RESEARCH: TAKING THE PAIN OUT OF PURCHASING CONSUMABLES



requirements identified. Once the questions were developed an online tender was initiated followed by a supplier review day. A supplier e-auction followed. After the e-auction, Neil presented the results to Quotient, who then made the decision on which supplier to work with.

THE RESULTS SPEAK FOR THEMSELVES

The lab consumables project got the best price and service on bulk standard items but the courier service was slightly more complex. Not only did Quotient require services that were able to deliver to and from, all over Europe but also sending samples backwards and forwards some of which had to be frozen. Roger Burdett continues: "The tender on the specialist courier services was driven through in a matter of weeks and not only showed savings of nearly 30% but ended with better SLAs and a stronger contractual relationship with the successful supplier."

As a result of the work undertaken by Neil Birkbeck, Quotient has saved in excess of half a million pounds. Roger Burdett concludes:

"I enjoyed working with Neil. He provided me with regular updates and I was always kept abreast of progress. It was refreshing to have someone with such a great "can do" attitude and we were delighted with the results, I wouldn't hesitate to recommend Neil Birkbeck to anyone looking to generate cost savings on their current indirect goods and services."