

Vietnam Private Bank

**Procurement Assessment and Design for
enhancing the efficiency and effectiveness of
procurement function**

Vietnam Private Bank

Client, headquartered in Ho Chi Minh City, is one of the largest private banks in Vietnam by assets.

Its main services are raising capital (receiving deposits from customers), utilizing capital (providing credit, investments), trading foreign currency and gold, issuing and managing payments of credit and debit cards, as well as other intermediary services like money transfers, life insurance, etc.



Competency Matrix

Standard Operating Procedures (SOPs)

- PR to PO
- Supplier Management
- Contract Management

Key Performance Indicators (KPIs)

Procurement Assessment and Design for Financial Service Sector

Supplier Code of Conduct

Contract Terms & Conditions

Supplier



Challenges

+15 days

delay in PR approvals

- Duplicated activities
- Unnecessarily long approval chain (~30% additional approval layers required)

Ineffective

Procurement function

Lack of

- Formal processes and systems (incl. contract management, supplier management, etc.)
- KPIs and competency matrix
- Effective procurement master data

Uncontrolled

procurement spend

- Non-PO spending (~33%)
- Huge off-contract spending
- Low transactional data integrity (Duplication or missing information)

Performed a high-level as-is assessment of Procurement function and related aspects such as structure (roles/positions), processes, authority schedules for source to pay. The key objectives included:

- Enhancing Source to Pay processes
- Driving cost efficiencies
- Balancing Risks with necessary controls
- Enhancing Productivity

Designed processes based on operational nature and best industry practices for optimizing key Source-to-Pay processes, bridging gaps in terms of roles/position for these processes, principles of Procurement organization structure and procurement spend

Prioritized initiatives for short-middle-long term based on potential benefit envisaged (High, medium or low) and time to implement

Developed tools and templates such as forms, KPIs, competency matrix, supplier code of conduct, contract T&Cs, etc. to support S2P processes

Our solution

Benefits

Streamlined

processes and approval chain

Well-managed

Procurement spend, contracts and suppliers

Monitored

Procurement performance

& Clearer

Recruitment and upskilling of procurement staffs

through

- Effective PR to PO process
- Robust supplier management (onboarding, selection, performance management, relationship and risk management), and contract management processes
- Finetuned templates, forms, matrices, etc. to support and further enhance the implementation of procurement processes
- Strong foundation laid for implementation of procurement solutions in the future



Should you want to discuss a similar opportunity, please contact



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