

NWUPC
Annual
Conference
2026

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Maximising Value Through Effective Contract Management for NWUPC Members

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NWUPC's Sustainable Relationships Manager.

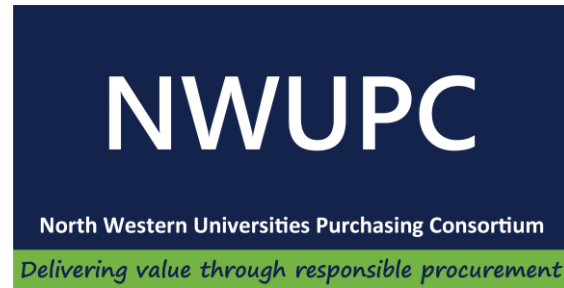
UNIVERSITY OF LIVERPOOL | 17TH JUNE 2026

1 NWUPC – What we've done

2 UKUPC – What we are and will be doing

3 The wider HE Community

NWUPC



We have approx. 170 live suppliers across our frameworks

We reviewed both spend and volume of institutions purchasing from each supplier to segment them – from strategic down to routine

We did two sets of risk analysis across each framework – one based on initial perceptions, the latter based on detailed research

And what resulted, was this:

1	Low Risk
2	
3	Medium Risk
4	
5	High Risk

Commercial Risks

Supply Risks

Agreement Title	Business Continuity Planning	Personnel & Training	Data Breach & Protection	Compliance Regulatory Accreditations	Commodity/Currency Price Fluctuation	Manufacturer/Logistics Delays	Sub-Contractor or Manufacturer Performance
Facilities Supplies	1	1	4	1	4	4	1
Furniture	2	3	2	1	3	3	1
Residential Textiles, Student Starter Packs and Window Coverings	3	2	3	1	3	2	4
IT Equipment Reuse, Recycling & Disposal	1	1	1	1	1	1	1

Focusing on Supply Chain and Commercial considerations

SUPPLIER VISITS:

Planning & Research: Spend data, KPIs, risk analysis review, NetPositive Action plan reviewed, discussions with Category Lead & review of most recent tender submission

Objectives: Build relationships, meet the senior team, broaden our product and sector knowledge, gain an understanding of day-to-day stresses and “pinch points”

Key Discussion Points: Vary by supplier, but typically include reviews of key operations, progress against KPIs or outstanding actions, investment plans, members services, direction of travel/strategy etc etc

Takeaways:

Sept 25 - May 26 21 visits to 18 suppliers

Circa 4/5 hours at site per visit – great time invested

Mix of manufacturers, distributors and Head Office Functions

Mix of Large entities and SMEs

Programme to continue into 26-27

Are there framework suppliers you would like us to visit?

Some of the things we've encountered:



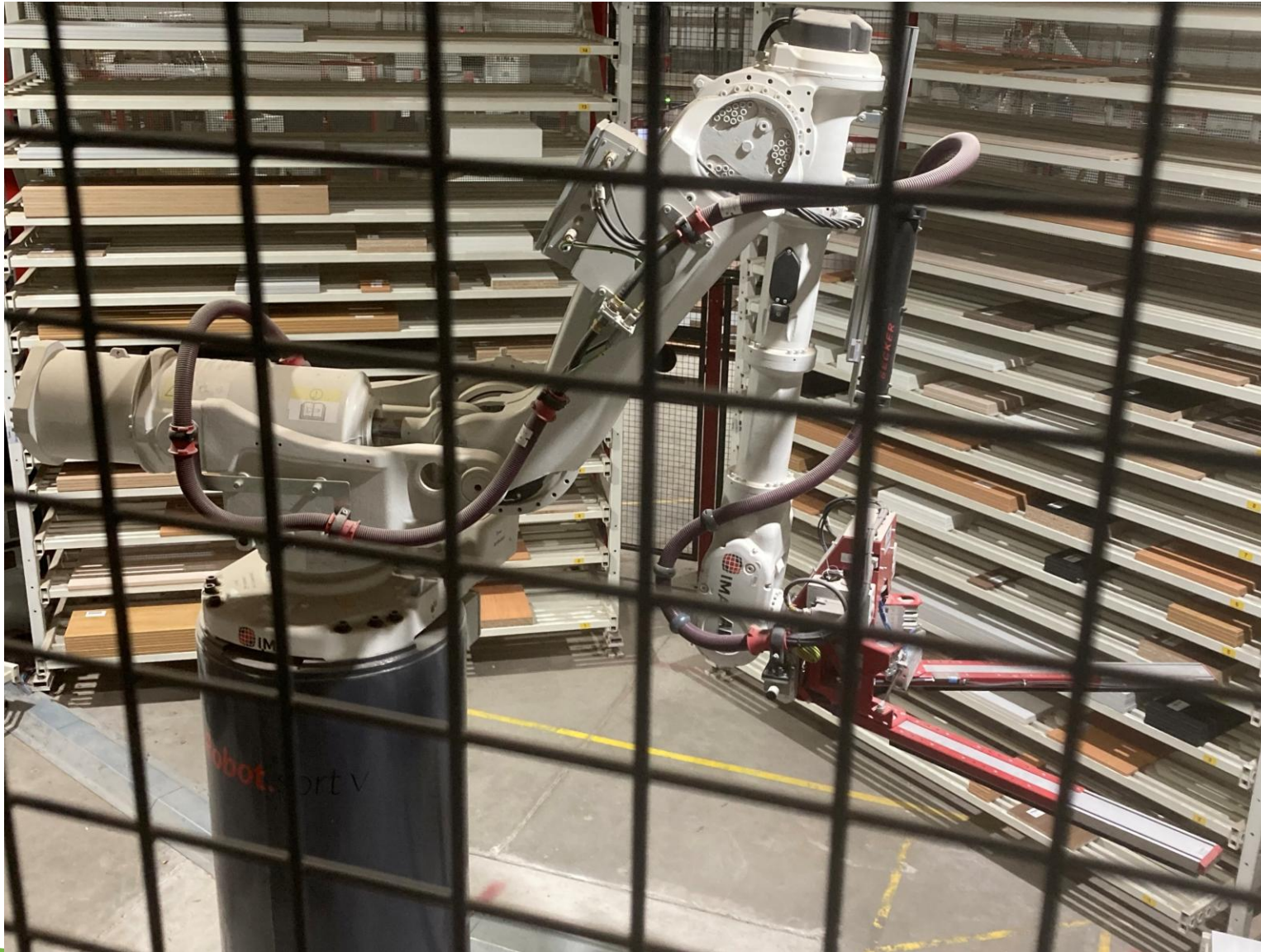
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Delivering value through responsible procurement

Staff gym at Glasdons
– open from 06:00 –
20:00 7 days per
week – open to staff
families too – all free
of charge

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Robotic Technology working hard at Senator

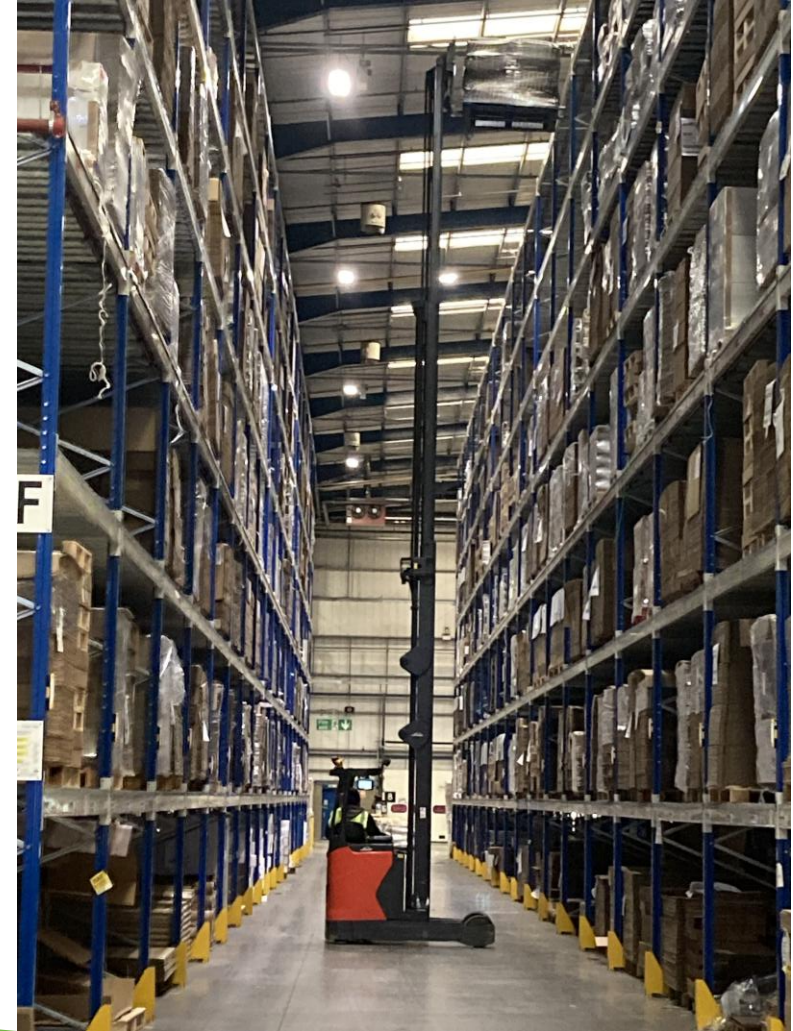
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Furniture manufacturing plant

Racking at RS Components

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Strategy - Whats your part?



Farnell encourage their staff to outline how they impact upon the wider company strategy.....

....and RS have a similar showcase....



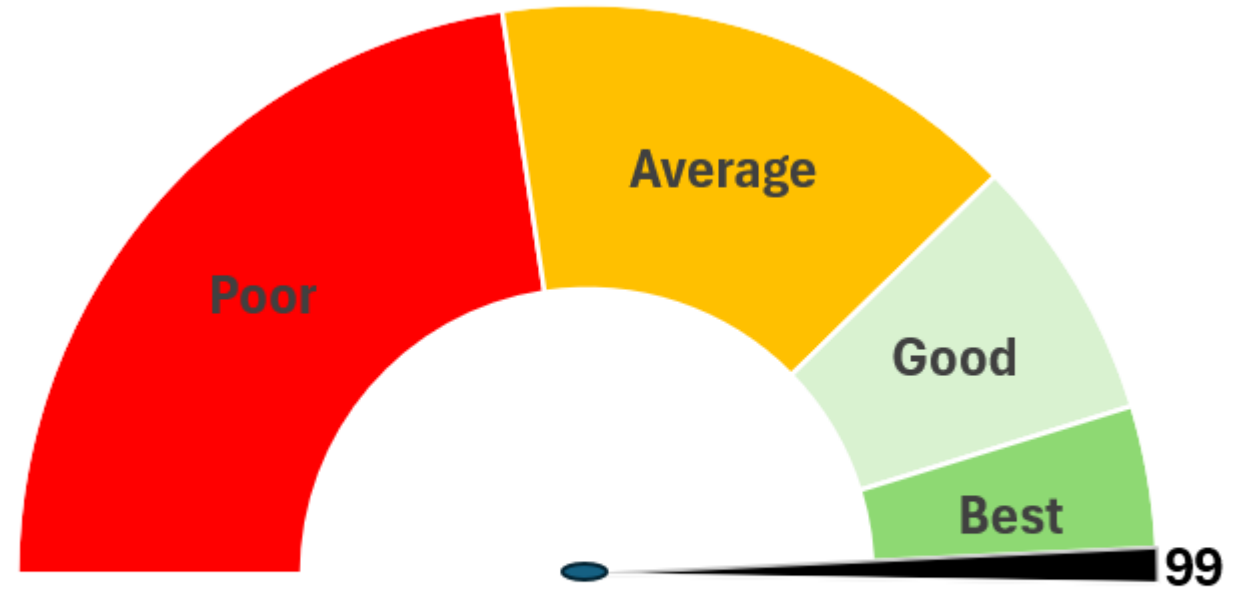
OUTPUTS TO MEMBERS:

Visit Reports – a detailed review along with a précised synopsis

Supplier Review Meetings – A thorough overview of discussions, actions and outputs from the reviews, all outlined within a report e-mailed to category groups.

KPIs – 4 frameworks have been selected to trial a new approach to data collection, which will be widened in 26/27. Suppliers self assess their performance, category groups are asked to verify if their experience matches the declaration.

Is this good enough for your needs or would you like to see something different?



Supplier Performance KPI Chart

Furthermore.....

Standard Comms channels, such as Hunter where a plethora of contract management related and tender information is held alongside Buyers Guides coupled with webinars and e-articles such as EConnect, augmented by supplier podcasts and in addition, the NWUPC Website provides additional member-centric information and provides member discussion boards

Category Group Meetings: These give members and category leads the chance to interact, share best practice, provide framework, sector and supplier updates and also offer a vehicle for suppliers to provide insight into sector trends as well as showcase new products, services or ideas.

In addition, the consortia endeavours to run category group meetings at supplier locations, supporting member travel costs where feasible, in order to allow the host to provide tours of their facility, to meet their staff and get an insight into the day-to-day running of their operation.

Effective Contract Management within UKUPC



Sector-Wide Collaboration

- A working group under HEPET led sector-wide efforts to identify contract management barriers in UK higher education.

Shared Challenges Identified

- Responses from 50 diverse institutions highlight contract management as a common, persistent challenge across the sector.

Desire for National Coordination

- Institutions seek nationally coordinated frameworks, systems and guidance to reduce duplication and improve consistency.

Strategic Importance

- Contract management is framed as strategic, supporting value for money, risk management, and governance.

Key Challenges have been identified across Institutions

- Policy and Governance gaps
- Variable Staff Capability
- Fragmented Systems & Data
- Supplier Performance Management

Common themes and Sector Priorities have been assessed

- Training and Capability
- Systems and Data
- Standardisation

Strategic Objectives for Improvement

- Sector aligned frameworks
- Building Capability & Confidence
- Implement modern digital systems
- Governance & Accountability

Actions and Next Steps for HEPET

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Adopt Sector-Aligned Approach

Approve and adopt a contract management approach defining roles, responsibilities, risk tiers, and governance. Ensure existing resources are considered, including resources from outside of HE.

Implement Central Management System

Identify a contract management system for document control, KPI tracking, alerts, and reporting.

Allocate Dedicated Resources

Assign dedicated staff for contract and supplier relationship management throughout the contract lifecycle.

Structured Training and Reviews

Embed role-appropriate training, shared toolkits, and establish risk-tiered supplier performance reviews.

So, what's next?

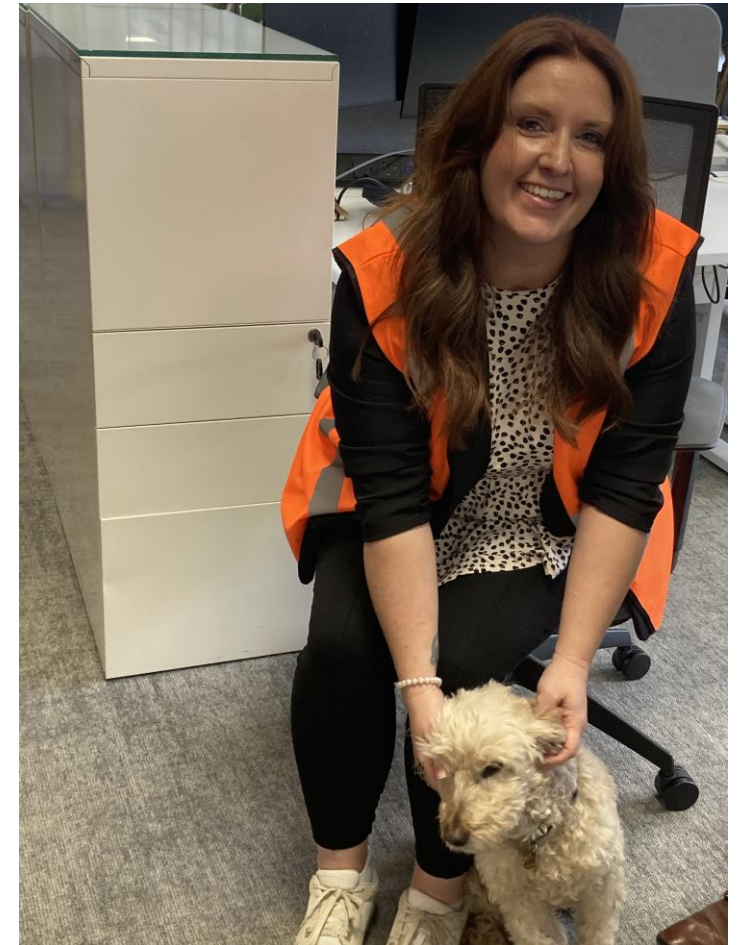
What can NWUPC do for you to help you with your localized Contract Management needs?

Would a more detailed session/webinar on site visits, the preparation and research that goes into them beforehand or things to look out for/questions to ask whilst there, help?

Do you need further information about KPIs and Supplier performance?

And don't forget, you can attend Category Group Meeting pertinent to you as well as Supplier Reviews and the regular webinars and training we provide.

Oh, just one more thing.....



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Any Questions?

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