

# DRIVING SUPPLIER PERFORMANCE THROUGH DIGITAL SOLUTION IMPLEMENTATION

*"We were looking at ways to improve our SRG program. One thing that kept coming up was this idea of scoring our audits and thereby allowing us to perform better analysis, obtain better metrics, and eventually lead to the point where we could have a risk-category program."*

- Global EHS Governance and Compliance Counsel

## BUSINESS NEEDS

Operating on an expansive and global scale, the organization established a Supplier Responsibility Governance (SRG) policy to build and reinforce an ethical, sustainable, and transparent supply chain. To support the vast number of suppliers within its SRG program, the organization needed to implement a digital solution that included:

- ▶ Risk-based audit program to assess suppliers' conformance to organizational requirements
- ▶ Supplier scoring model to standardize audit assessments and allow comparison against other suppliers
- ▶ Supplier portal to maintain individual supplier profiles & records, performance, and history of audit results & findings
- ▶ Global Standard audit questionnaire covering supplier risks from human rights, environmental impact, and health & safety to work environment and security

## Deployment Results – Since July 2021 Launch

**200+**

Supplier Audits Spanning  
~15 Industries

**~250**

Findings Generated from  
The Audits

**~60%**

Of Supplier Audits Received  
a Green Audit Score

## COMPANY OVERVIEW

### Company:

Multinational Conglomerate

### Company:

75.62 Billion (USD)

### Suppliers:

10,000+ Global Suppliers

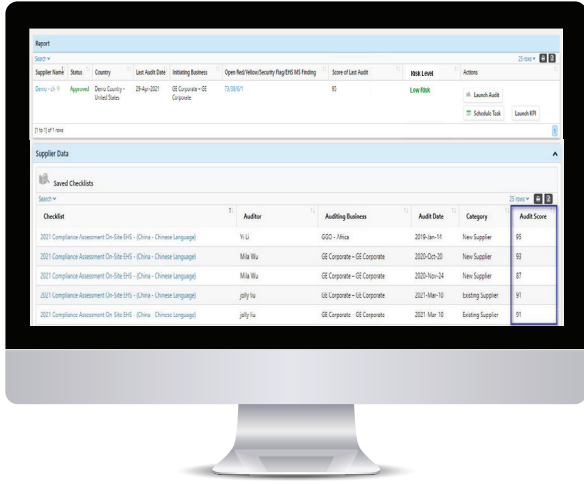
## KEY TO SUCCESS: MITIGATING GLOBAL SUPPLY CHAIN RISKS

As a multinational conglomerate, the organization works in multiple and diverse industries around the world, with over 10,000 suppliers throughout their vast supply chain. Looking to implement a supplier scoring model to mitigate risks and drive improvements across its footprint, the organization chose Benchmark ESG as its digital solutions platform to track supplier risks for:

- ▶ Regulatory, market & customer-driven requirements
- ▶ Human trafficking & human rights
- ▶ Supply chain sustainability
- ▶ Supplier environmental, health & safety, and security

# ESTABLISHING A SUPPLIER SCORING MODEL

By introducing a Supplier Scoring Model, the organization is now able to drive an efficient and objective risk assessment of its suppliers. Using an analysis of supplier performance over time and between audits for issues and trends, the company now has a baseline by which to measure ongoing risk. With the Supplier Scoring Model, the organization can:



Identify Supplier Risk Levels

- ▶ Score suppliers based on three risk categories: High, medium & low
- ▶ Compare suppliers in related industries, businesses, countries, jurisdictions, and more
- ▶ Foster a collaborative relationship between the organization & its suppliers
- ▶ Drive continual improvement in supplier programs using the audit score as a motivator

## DIGITAL SOLUTIONS THAT ENABLE SUCCESS

As part of a broader set of supplier management solutions, these key Benchmark Gensuite solution components have been critical to facilitating the project.



Gain Data Insights with Analytics and Reporting

### Supplier Portal



Leverage industry-standard reporting templates and custom-built questionnaires to engage suppliers & collect their data in a consolidated platform

### Supplier Auditor



Simplify audits using standardized regulatory checklists to identify findings & assign corrective actions for closure

### Analytics & Decision Support



Help inform decision making and reduce time & resources spent manually combing through data with robust analytics for insights into supply chain risk

Download Benchmark Gensuite® Mobile Today!

4.4



Visit [www.benchmarkgensuite.com](http://www.benchmarkgensuite.com) for more information  
USA | CANADA | MEXICO | UK | FRANCE | SLOVAKIA | GERMANY | INDIA | CHINA | AUSTRALIA