**Procurement Journey**

**Balance Scorecard**

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**Service**

* **Responsiveness**
* **Complaints**
* **Management Information**
* **Communication**
* **Education / Training**
* **Lead Time / Delivery Time**
* **On time Delivery Against Objectives**
* **Accuracy**
* **Involvement/Ownership**

**Quality**

* **Fit for purpose products/services**
* **Returns**
* **Continuous Improvement / Innovation**
* **Change Management**

**Cost**

* **Pricing Stability**
* **Invoice Accuracy**
* **Cost Reduction Initiatives**

**Sustainability**

* **Corporate Social Responsibility**