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**All American  
Facility Maintenance**

# Sourcing & Procurement: The Partnership Between Sourcing and Retail FM

*Moderator: David Acquaviva, Sears Holdings Co.*

*Presenters: Tara Thompson, Ascena Retail Group Inc. and Chris Clark, Cherry Logistics Corp.*

*Brought to you by the  
PRSM 2015-16 Sourcing Committee*

**PRSM** | **2016 National Conference**  
April 25-27 • Long Beach, CA

# Agenda

- Traditionally, facilities management professionals managed the entire process of researching and contracting with vendors for services and products, along with covering the day-to-day responsibilities of making sure the work gets done. In recent years more retailers have asked their finance departments to get involved in the process, mainly to reduce costs. In yet more advancements, FMs are being challenged to work with sourcing teams to quantify and validate the value that they deliver to their end consumer, the store (managers) and their customers.
- This presentation is designed to give fair and balanced information from the Sourcing, Facilities and Vendor points of view.

# Session Goals & Expectations

- Provide valuable, inside information about how Sourcing/ Facilities/Vendors work together and how to improve the relationship
- Up to 15 minutes per topic, including Q & A
- If we have extra time, we will introduce additional topics
- If we run out of time – submit any remaining questions via email to a committee member, we will answer all questions and the results will be distributed by PRSM
- Introduction of Sourcing and Procurement Benchmarking Report

# Topic 1 – How Much Interaction Between Sourcing and Facilities?

- How much input from Facilities when Sourcing is going to bid?
- Do they share the same goals?
- What about translating the scope of work?
- Q & A



# Topic 2 – Quantity vs. Quality

- What about consolidation?
- What service model best fits my needs?
- What is the right balance?
- Is lower quality ever acceptable?
- Q & A



# Topic 3 – Is It All About Price?

- A Common Misconception?
- Sourcing = “Maybe”
- Facilities = “I hope not”
- Vendors = “Of course it is, why else wouldn’t I be awarded?”
- Q & A



# Other Important Topics Discussed by the Committee - Ranked by Level of Interest

- What does National Footprint *really* mean?
- Are discounts based on volume expected? What about penalties for poor quality?
- How do vendors impress you (besides price)?
- Do referrals help?
- How Much Due Diligence on Vendors (Beyond Checking References)?
- Implementation Strategy – The RFP, selection and negotiations are done – now what?
- Feedback – Why is it so difficult? How do I improve if I don't get any?
- What about transition?
- Fear of Transition/the Unknown is a huge factor – What does it take to overcome it?
- Does the number of 3<sup>rd</sup> party technicians impact how the retailer feels about the supplier?
- How should suppliers contact/interact with retailers?

# PRSM Resources: [www.prsm.com](http://www.prsm.com)

- [2015 Benchmarking Report: Strategic Retail Sourcing and Procurement](#)
- [Sourcing Tool Kit](#)

This toolkit will provide access to excel templates, white papers, best practice case studies, on-demand webinars, and much more.



# Thank You!

- Moderator
  - David Acquaviva  
DVP, Procurement  
Sears Holdings
- Presenters:
  - Tara Thompson  
Senior Manager, Corporate Procurement  
Ascena Retail Group Inc.
  - Chris Clark  
Director, Business Development  
Cherry Logistics Corporation

# Sourcing Committee Members

- **Sourcing Committee Members**
  - David Acquaviva, Sears Holdings Corporation
  - Robert Almond, Nest
  - Debra Meehan, KinderCare Education
  - Quinn Porner, Abercrombie
  - Michael Dallia, Walgreen Co.
  - Tara Thompson, Lane Bryant
  - Douglas Pounders, PLS Financial Services
  - Chris Clark, Cherry Logistics
  - Gregg Ross, 23<sup>rd</sup> Group
  - Shannon Prato, Servicecom USA
  - Becky Loranger, Lakeside Project Solutions LLC
  - Erin Francis, SMI

# Q&A

We will be available at PRSM Knowledge Hub to continue the Q&A dialogue on:

Connection Pods

Wednesday, April 27, 2016

3:00 pm – 3:15 pm