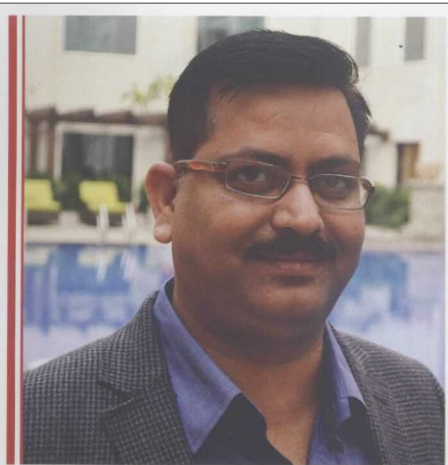


News monitored for: Lemon Tree Hotels



NARESH KUMAR

General manager, purchase, Lemon Tree Hotels

Technology has played a major part in changing the face of procurement. Online bidding, exploring history of the products and background of the companies has become very easy for the buyers. We have a system in place where we do vendor surveys, monitor their credibility and reliability by recording their activities on some key parameters that include on-time delivery, rejections, quality/hygiene, services in emergency, etc. In our organisation, we conduct an audit every quarter and reports are discussed with the users and auditors. Based on this, we have linked some vital aspects to employee KRA's as well, to ensure that people lay more focus on these critical areas.

Some of the measures adopted by us to control costs are the use of amenity dispensers in all bathrooms instead of small packings. We have introduced the use of different GSM bath linen and bed linen according to the weather condition of a particular city. For instance, we use a heavier GSM for North and low GSM linen for South. Replacing all CFLs with LEDs and use of hydronumetic pumps has also helped.

Providing incomplete BOQ with incomplete specification by the users, missed opportunities from immature spend analysis, insufficient system capabilities to support contract management are a few challenges faced by an efficient procurement process. It is essential to have a thorough knowledge about products, as it plays a major role in helping you negotiate and make the buying decision. This knowledge can only be attained when you attend fairs, factories, manufacturing units and plants both nationally and internationally.