



Case Studies in Public Sector Procurement and Design

Alexis D Brooks

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Central government in Britain spends in the region of GBP24 billion a year in goods and services, presenting a massive opportunity for procurement innovation and design. Customer satisfaction is paramount and failure to provide it can be linked to poor specification or the lack of incorporation of key determinants. The case studies chosen for this book show current best practice processes and display how building in sound procurement and design criteria in the early stages produces decisions that meet the customer's needs. Case studies in Public Sector Procurement and Design is a study aid to specifically support the professional stage syllabus of the Chartered Institute of Purchasing and Supply Graduate Diploma and other graduate and post-graduate programmes available across the UK and abroad. Sponsored by the Design Council with a foreword written by the Chief Executive.

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