

The banner features a dark blue background with a golden, particle-like pattern that resembles a globe or a network of connections. The text is centered and reads: "World Commerce & Contracting" in a light blue font, followed by "INNOVATION & EXCELLENCE AWARDS 2022" in large white and yellow letters.

# World Commerce & Contracting INNOVATION & EXCELLENCE AWARDS 2022

## Shortlist Submission Summaries APAC

### Strategic Achievement

#### **Powering Through Shell Pulau Bukom Transformation By Capitalizing On Circular Supply Chain – Even When Times Are Difficult**

##### [Shell Business Service Centre](#)

In November 2021, Shell announced its strategy to accelerate its transformation to reduce its emissions and bring circular energy solutions, transforming Shell Pulau Bukom and Jurong Island into an integrated Shell Energy and Chemicals Park Singapore. Apart from major growth agenda, the scope also includes transforming existing assets to pivot away from processing crude oil.

Amidst the challenges brought about by the pandemic and a global re-organization, the Shell Supply Chain team in Bukom and Manila have built a robust strategy, reducing impact, minimizing waste, and generating cash from this transformation.

#### **Risk Assessment And Forward Thinking Provides Strategic Foundation**

##### [SA Health](#)

The Procurement and Supply Chain Management (PSCM) team have used strategic methods to predict behaviour and patterns ahead of time. Through supply chain risk

assessments, this greatly improved their risk profile, which ensured the team were primed to predict where South Australia would need to position itself to best supply Rapid Antigen Tests for the community during the pandemic.

From partnering with Innovation Scientific to help them develop TGA-approved RAT kits, to developing internal calculators to ascertain demand, and even chartering a special plane from Singapore to deliver half a million items of PPE, the team's strategic forward planning has been their advantage.

## **Instilling Commercial Excellence In The Japan Technology Business**

### **Accenture**

With rapid growth in the Japanese business and new joiners, Accenture was faced with the challenge of how to quickly and at scale, upskill on our approach to risk management in the sales and contracting phases where a lack of commercial and contract acumen was leading to client misalignment and poor delivery outcomes.

The answer was the Systems Integration (SI) Initiative which deployed to the business: 1) SI Contract Hints & Tips Training & comprehension check test; and 2) Standard New SI SOW and Check List. After an initial trial, business leadership were so impressed with the impact that it was rolled out across the entire Japan business

## **Operational Improvement**

## **Uplifting Our Contract Management System To Use Contract Data To Drive Sales And Assist Delivery Objectives**

### **Telstra**

The Telstra Commercial & Contract team upgraded and renamed its contract management system – COMET ("Contracts Made Easy & Telstra"), to upload all of our customer contracts into the one Contract Management repository for the first time. This means we can now provide contract expiry data to Sales with 6 months' notice to chase renewal Sales, and a digitised Obligation Tracking functionality for our Delivery teams. Over the space of 18 months, we've moved from a neglected CM system with only 40% contracts, to realising material business benefits from 80% fully digitised contracts. The greater management appreciation of this value of this work has also been recognised by Telstra senior leadership resulting in GE Quarterly Awards for our implementation team.

## **Procurement Alignment Initiative**

### **Jemena**

The Procurement Alignment initiative was designed to harmonise, simplify and digitise the procurement process across the Group focusing on the following key areas:

- Alignment – One Group process
- Simplification – Retirement of manual forms and reduced process steps

- Digitisation – Intuitive Purchase Requisition (PR) App utilising existing SAP Fiori tool  
The project team consisted of internal resources with the skills and capability across Procurement, Digital and broader business stakeholders to design and the build fit for purpose resolution.

### **LEAN Sourcing Simplification**

[Shell Business Service Centre Sdn. Bhd.](#)

Shell's PO automation rate improved from 82% to 94% through a process called LEAN Sourcing. Prior to LEAN sourcing, a blanket prerequisite for PO automation was a signed contract with suppliers. This posed a challenge as many suppliers were unwilling to sign up to a full-fledged contract for low risk & low value purchase. LEAN Sourcing enabled buyers to be more efficient with their time when handling low risk & low value purchases. After implementation, PO automation rate improved and buyers spent less time operationalizing purchases. Additionally, better transparency and visibility of spend was achieved through SAP Ariba system.

### **Implemented Strategy And Process Which Helped To Achieve Value Improvement And Influenced To Reduce Operational Cost**

[Meinhardt EPCM \(India\) Pvt Limited](#)

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## **Outstanding Cooperation & Collaboration**

### **Supplier's organization name**

[Babcock NZ](#)

### **Customer's organization name**

[NZDF](#)

The collaboration between the NZDF, supported by the MBIE Commercial Pool, and Babcock NZ Ltd to enable the collaborative development and negotiation of Hāpai Taua Manuao – Maritime Fleet Sustainment Services Agreement – a 7.5 year, \$1b contract delivered in 7 months. The novel approach of forming a collaborative project team to co-develop the contractual agreement led to the success of the project in a short timeframe, but improving the outcomes for the ultimate customer. This process was described by the project's Joint Relationship Board as “the new blueprint for how relational contracts should be established”.

**Supplier's organization name**

Unilodge

**Customer's organization name**

University of Canberra

Profits, Principles and Pastoral Care - how collaborative contracting has delivered an exemplar campus life experience for Students in Residences. By working together and understanding each other's risk, drivers and business models, UC and Unilodge developed a sustainable, flexible performance contract that ensures early identification of risk, supports remediation, and drives continual improvement. Our contract basis acknowledges the extraordinary responsibilities that come with a Student Resident population of over 2,500, and ensures that we can continue to meet our respective duty of care obligations in an everchanging and unpredictable environment.

**Supplier's organization name**

NXP

**Customer's organization name**

New Zealand Ministry of Education

When the opportunity arose to return to in-person education after COVID-19 lockdowns, the Ministry of Education knew it was crucial to get kids and teachers back into the classroom, safely. They sought out a partner capable of sourcing and supplying millions of masks for more than 3,500 education centres, the New Zealand owned and operated NXP Limited.

A custom website was created and supply chain requirements were identified and quickly implemented during one weekend. This empowered New Zealanders to fight the spread of COVID-19, protect students and teaching staff, and provided safe, vibrant spaces for the pursuit of in-person learning.

## Personal Initiative

**Jason Pagan**

Newcrest Mining

Capital project relating to setting up the next phase of expansion of the mine at Lihir Island.

**Blake McGarry**

Boeing Defence Australia

The Indigenous Defence & Infrastructure Consortium (iDiC) and Boeing Australia executed a groundbreaking, five-year relational Agreement in 2021. Relational agreements are advantageous to both parties.

Blake is being nominated for the Personal Initiative due to his vision and development of this Agreement and being a driving force in the working group. This agreement is instrumental in increasing spend with Indigenous companies by 30%.

“Boeing and iDiC have worked together to create a true partnership based on trust and aligned values,” said Adam Goodes, chief executive officer and director of iDiC. “In the pursuit of growth for Indigenous businesses, we operate as one team.”