

The logo for 'myfm' is displayed in the top left corner. The letters 'my' are in red and 'fm' are in blue, all in a lowercase, sans-serif font.

It's not who you know, it's who you can trust.



**Identification  
and Procurement  
of a new  
Uniform Supplier**

## Brief

To identify and establish a reliable supplier capable of providing high-quality, sustainable, and comfortable uniforms for our clients London-based operations, ensuring long-term consistency and alignment with Principle's brand standards.

## The Client

One of London's leading cleaning contractors, supporting over 500 clients including numerous landmark properties.

## The Challenges

- Uncontrolled spend and variable costs
- Inconsistency of standards and variable lead times resulting in a lack of consistent branding
- Lack of durability resulting in high uniform turnover and increase costs
- Significant admin effort in reconciling invoices
- Barriers to reaching sustainability goals due to the lack of visibility over current supply chain

## The Solution/strategy

- To consolidate suppliers
- Primary contract
- Guarantee competitive rates
- Defined Account Management Plan
- Client led KPIs
- Deliver three core uniform lines

- Integrate supplier within clients E-trading system
- Innovation and project support



## Our Process

### Review current suppliers

myfm began by identifying and reviewing the current suppliers our client used. We analysed the expenditures from the previous year, detailing the items purchased and the respective companies. This analysis enabled myfm to create a comprehensive report highlighting the suppliers most suitable for the tender.



### Understanding client needs

To ensure myfm stayed on track with the client's requirements, a brief was

developed in collaboration with the client. This brief detailed the client's expectations, scope of work, and time completion tolerances. It helped clarify the client's position on the current problems and outlined the requirements for suppliers upon awarding the contract.

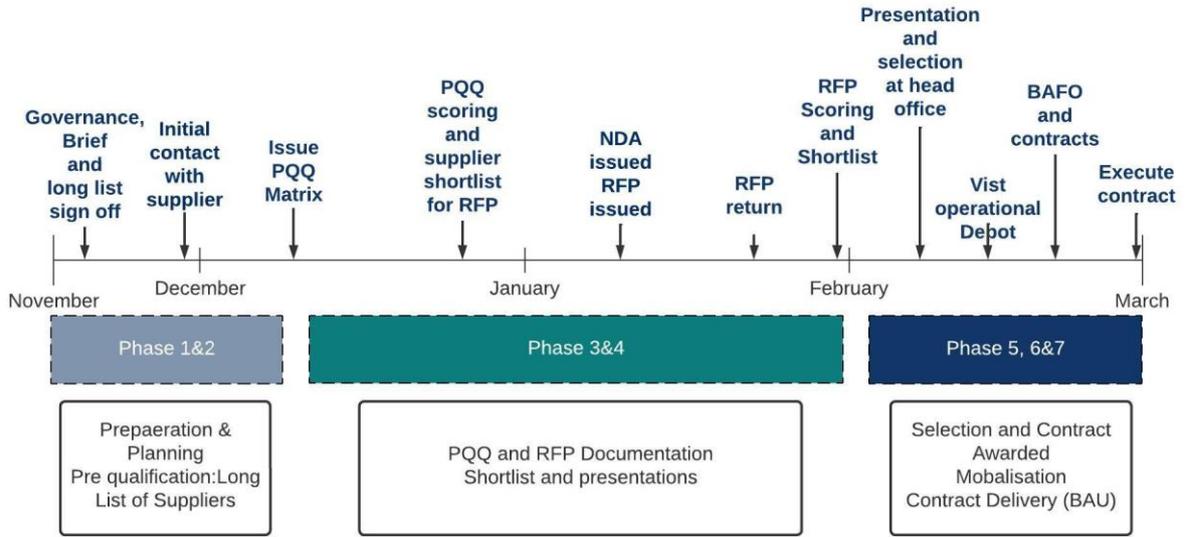
### Uniform Tender Process

myfm conducted a competitive tender among suitable suppliers, concluding a 4-month process with the successful supplier being selected against defined and weighted criteria. myfm then finalised a 3-year contract (with an option to extend for 2 more years), developed core KPIs, and secured a detailed account management plan for our client.

### E-trading integration

Once core details had been agreed, myfm led the integration between the successful provider and our clients current E-procurement platform, ensuring regular updates throughout.

**Process Timeline:**



## Achieved Benefits

**Cost Reduction** - A 30% reduction in price has been identified by this process equating to a £90,000 saving on the previous year

**Efficiency** - Integration with e-procurement software, providing financial control, standardisation and reduction in admin effort through automated purchase invoice reconciliation

**Sustainability** - Greater visibility over suppliers' total uniform lifecycle in support of our client's sustainability objectives

**Creativity & Added value** - Commitment to supplying 3 core ranges to greater enhance the brand image in different working environments

**Service consistency and quality** - Contractual SLAs and associated KPIs ensure agreed lead time and product quality, reducing variability previously faced

**Liability and risk reduction** - Clearly defining supplier responsibilities and managing potential issues

## Lessons Learned and Best Practice

Julian Harrison - Project Lead



“Communication and transparency were key to the success of the tender process. Weekly action plan meetings ensured the project remained within scope, while regular reports on key milestones kept all stakeholders informed of the status and any arising issues. A data-driven approach, supported by client documentation, ensured that key decisions were made in the best interests of our client”



## Project Conclusion

myfm assisted the client in identifying and selecting the uniform supplier. The successful supplier was chosen for its ability to demonstrate a resilient account management and logistics solution and an innovative uniform range at highly competitive prices whilst aligning with the client’s current sustainability goals.

We have signed a three-year contract through a continuous period of growth

Which embeds a resilient and flexible supply partner into the client supply chain whilst generating a 30% saving in real terms.