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Email: FOI@supplychain.nhs.uk
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15 July 2022

Dear [REDACTED]

RE: SCCL-FOI-2022/23-014

Thank you for your FOI request, requesting information on what do we consider to be our key performance metrics for NHS Supply Chain and how do we measure the performance.

Your request has been handled as a request for information under the Freedom of Information Act 2000, Supply Chain Coordination Limited (SCCL) are able to provide a reply to your request as below.

The corporate KPIs have been developed to manage delivery of SCCL's corporate strategic priorities as below:

Strengthen supply chain resilience

- Stock Cover
- Category Tower Savings Delivered
- Transformation Outcomes
- Transformation Delivery

Deliver clinically assured, safe products

- Patient Safety Complaints Contained
- Product Catalogue Launched
- Essential Specification Assured Frameworks
- Clinical Satisfaction Score

Support NHS sustainability goals

- Plastic Products and Packaging
- Climate Change, Energy and GHG Emissions
- Human Right and Labour Standards
- Waste and the Circular Economy

Anchor our business on the needs of the NHS

- Customer Savings Delivered
- Market Share
- Customer Satisfaction Score
- Delivered Service
- Deliveries On Time

Achieve success with a high performing workforce and a highly efficient organisation

- Employee Engagement %
- Financial Breakeven
- Cost Per Line
- Procurement Cost

Supply Chain Coordination Limited, a company registered in England and Wales.
Registered number: 10881715.
Registered office: Skipton House, 80 London Road, London SE1 6LH

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We invest in people Standard

If you are dissatisfied with this response, you may request an independent internal review of our handling of your request by submitting a complaint within two months to the postal or e-mail addresses above, quoting the reference number above. If you ask for an internal review, it would be helpful if you could say why you are dissatisfied with the response.

As part of any internal review the handling of your information request will be reassessed by a member of SCCL staff who was not involved in providing you with this response. If you remain dissatisfied after this internal review, you will have a right of complaint to the Information Commissioner as established by section 50 of the Freedom of Information Act.

If you require any further information do not hesitate to contact the FOI team.

Yours sincerely,

FOI Team

Supply Chain Coordination Limited
Management Function of NHS Supply Chain