

2023 Buyer Survey

presented by **PROCURATED**

And The **Procurement Insight Network** 

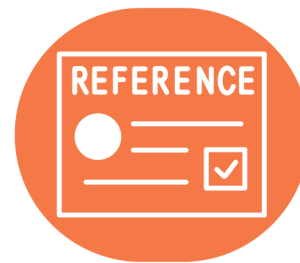
Survey Categories



**Looking Back
at 2022**



**The
Procurement
Process**



**Supplier
References**



**Diversity,
Equity and
Inclusion**



**Looking
Forward to
2023**



Looking Back at 2022

From continued pandemic recovery, to supply chain disruptions as a result of global events, to a wave of industry retirements, 2022 had a lot going on. Our survey respondents take a look back at the year's challenges and the ways that they persevered.



What was your biggest challenge in 2022?



Supply Chain Disruption



Staffing/
Staff
Turnover



New Technology
or Process
Implementation



How have you felt the impact of supply chain disruption?

"Order cancellations"

"Construction project delays"

"Every. Single. Week. It is something else..."

"Skyrocketing costs"

"Overworked staff/Burnout"



How did you address supply chain disruption?

Working with suppliers to purchase more in advance



Increasing stock of critical items where possible



Searching for alternate or additional suppliers with better availability



Developing new supply chains by region



Expectation setting with internal customers and end users





How did you address staffing issues and turnover?

Engaged with temp agencies to shore up gaps in staffing



Looked for technology solutions to boost efficiency



Greater focus on hiring and training efforts



Realigned pay to match market rate and ensure competitiveness





What is your agency's work policy?

100%
In-Person



Hybrid
Working

Hybrid Work Policy examples:

1 Day remote/4 days in-office
2 Day remote/3 days in-office



2 Mandatory in-office days per month



Remote Mondays and Friday



Staggered teams (M/T/W and W/R/F)





The Procurement Process

New techniques and technologies are impacting how agency buyers are doing their jobs. Our survey respondents share details of their agency's processes.



How often are you using cooperative purchasing vs. running your own bid process?

Much More Coop Purchasing



Slightly More Coop Purchasing



About 50/50



Slightly More of Our Own Process



Much More of Our Own Process



0% 5% 10% 15% 20% 25%



Are you using an eProcurement System?

No



Yes



Bonfire



OpenGov



VendorLink



Periscope



PlanetBids



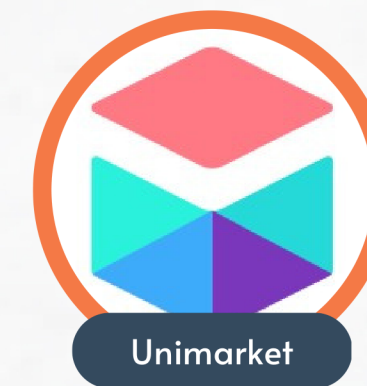
Bids & Tenders



Ivalua



Yardi



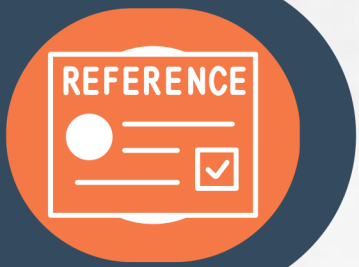
Unimarket

REFERENCE



Supplier References

Up until recently, supplier references have been one of the only ways that buyers have been able to gain insight into supplier past performance. We dig into the reference process to gauge its utility as a tool for effective due diligence.



How would you describe the current supplier reference check process?

"Non-existent"

"Fine"

"Ok. Not bad, not great"

"Laborious until Procurated"

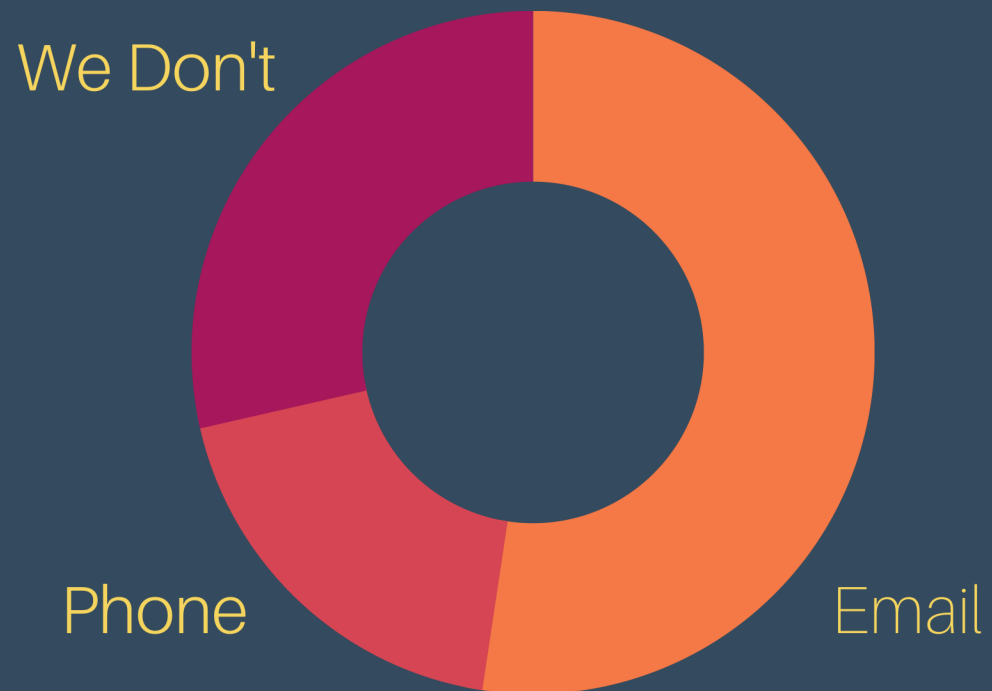
"Sporadic"

"Limited"

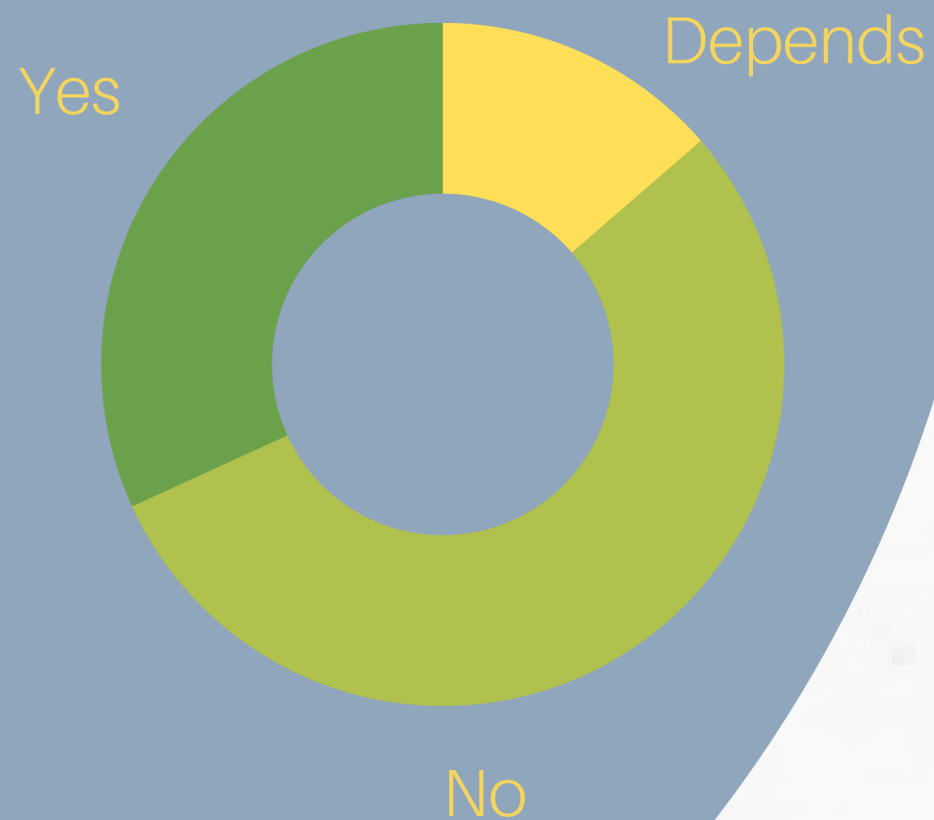
"Meets Requirements"



How do you most often contact supplier references?



Do you contact all supplier references?



Do you use any additional resources to understand supplier performance?

- Agency Records
- Asking colleagues from the procurement community
- Google Search
- Procurated



Diversity, Equity and Inclusion

Procurement agencies across the country are working to diversify their supplier base, and boost participation of minority and women-owned businesses in government and higher-ed opportunities.



Does your agency have a supplier diversity & inclusion program?

No



Yes

How do you discover women and minority-owned businesses to add to your supplier pool?

Lists of MWBE certified businesses from state agencies

Advertising in diverse publications

Trade shows and local business association events

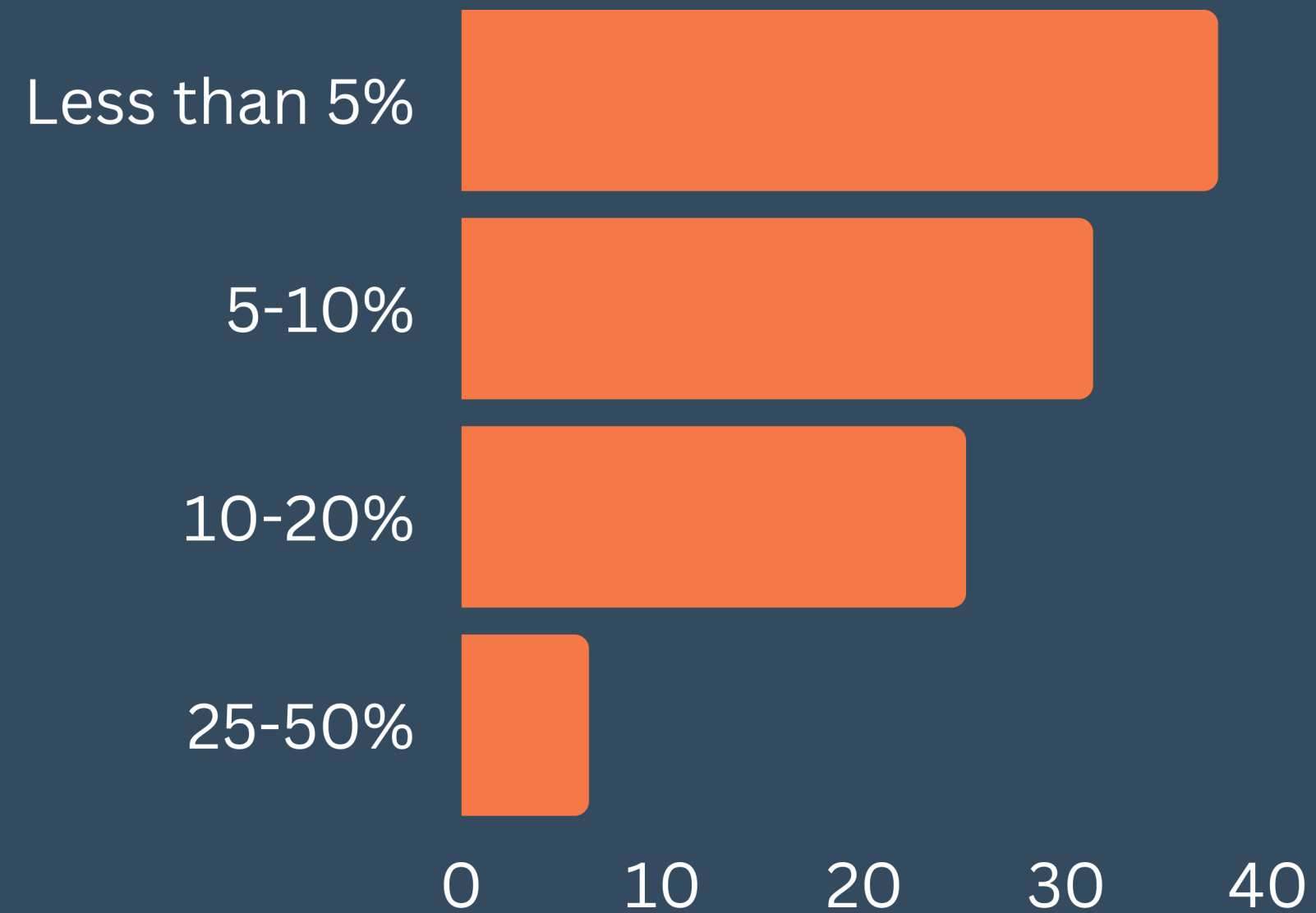
Running internal agency list

via our eProcurement platform

Google/Team Research



What percentage of your spend goes to small, diverse or women-owned suppliers?





Looking Forward to 2023

It is tough to predict what the year ahead has in store for procurement teams. But our respondents share details about the things they are looking forward to and the ways they are building resiliency to meet any challenges that may arise in 2023.

What will be the biggest hot topic or challenge for procurement in 2023?



**Staffing &
Talent Mgmt**



**Supply
Chain
Disruption**



**IT and
Modernizing
Procurement**



**Supplier
Diversity**



**Green
Procurement**



What is one thing you are looking forward to in the coming year?

"A gradual return to pre-pandemic levels for manufacturing & logistics"

"Implementing a green/sustainable procurement policy"

"Rolling out a new eProcurement System"

"Technologies to boost our efficiency"

Thank you from **PROCURATED**

We appreciate the support of all of our respondents - including members of the Procurement Insight Network - Join the movement where we believe in Procurement Together at together.procurated.com.