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Public Sector Supplier Value Characteristics

A thesis presented in partial fulfilment of the requirements for the degree

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Abstract

Post the global financial crisis there is a need for organisations to extract more value and productivity gains through innovation, supplier availability and efficiency. Key supplier value characteristics and associated supplier relationship management are important parts of supply chain management. In fact effective supplier relationship management and improving qualitative and quantitative levels of supplier measurement could be a competitive advantage of every company (Cusumano, 1991). Understanding Value from key supplier is not a new concept however customer of choice (Bew R., May 2007) is a relatively new concept which has superseded traditional views on key supplier management (Ming-Huei & Wen-Chiung, 2011) and is limited in its insights due to immaturity. The purpose of this study is to extend the knowledge not only in New Zealand and Australia Public Sector but other jurisdictions in the field of supplier value. This Thesis focuses on determining value priorities for public sector procurement. The research design is a quantitative study through survey using a control value set determined from pilot workshops in both jurisdictions. The delivery of a Value Characteristics Model (VCM) for the Public Sector extends the current body of knowledge. The framework developed can be used to determine the value priorities of a key supplier for the public sector.

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Finally, I acknowledge the research approval obtained from the Massey University Ethics Committee on 26th February 2014. In doing so I make the following statement:

"This project has been evaluated by peer review and judged to be low risk. Consequently, it has not been reviewed by one of the University's Human Ethics Committees. The researcher named above is responsible for the ethical conduct of this research".

If you have any concerns about the conduct of this research that you wish to raise with someone other than the researcher, please contact Professor John O'Neill, Director (Research Ethics), telephone 06 350 5249, email: humanethics@massey.ac.nz.

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