

$$\text{Value} = \frac{\text{Outcome}}{\text{Cost}}$$

## 1 FINANCIAL RISK

For importing finished goods and/or materials for manufacturing



**Currency fluctuation** £+++  
Raw material costs

**Brexit impact** £++

## 2 CONTRACTING

**Tenders** £++  
Frequency & complexity of documentation  
Cancelled tenders £+++

**Quotes** £+  
**Mini competitions** £+

**Re-work** £++

**Special requests** £+++  
e.g. contingency stock holding for supply chain resilience

**Commitment** £-

**Framework** £

**Samples** £+  
Volume required

**Requirements** £+  
Labelling of samples

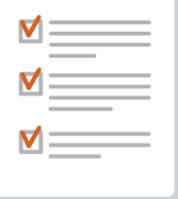
**NHS request vendor** £++

## 9 REGULATORY

**CE mark maintenance** £+

**Product surveillance** £+

### CHECKLIST



**Unique Device Identifier** £++  
G-TINS – not yet European Directive, but will be implemented

## 8 PAYMENT

**Invoicing** £+  
**Invoice queries** £+

**Late payment** £+++  
**Early payment** £-

**Terms and conditions:**

▶ **Standard** £- ▶ **Non-standard** £+

**Management fees** £+



## THE PATIENT

This process enables us to provide safe and effective medical technologies to deliver high quality patient outcomes



## 3 ORDER PROCESSING

**EDI** £- or £+ If vendor stipulated  
NHS stipulating who supplier should engage with to process 'their' orders – a number of the vendors charge for connection

**Telephone** £+  
**Fax** £+ **Email** £+

**Manual inputting** £+

**Quantity** £+  
of orders from single customer

**Catalogue maintenance** £++

**Cancelled backorder lines** £+  
Removes the 'demand' from any forecasting for the period

**Demand fluctuation** £+

**Inconsistent demand forecasting** £+

## 6 CUSTOMER SUPPORT

**Technical services** £+

**Clinical training** £+++

**Product information** £+

**Order queries** £+

**Consignment rotation** £++

## 5 DELIVERY

**Distance** £+  
**Turnaround time from order receipt** £++  
Emergency delivery and short notice delivery

**Special requests** £++  
e.g. location or packaging requirements including broken bulk

**Frequency** £+

**Delivery slots specified** £+  
delivery time of day

## 4 SPECIFIC PRODUCT REQUIREMENTS

**Barcoding** £++

## 7 CREDENTIALING

**Requirements** £+  
DBS Vaccinations

**Number of different organisations to sign up to** £++

