

General Motors Procurement: Driving Change



GM's world-class procurement organization needed a solution that would reduce costs, improve process efficiency and improve accuracy of inputs. ACS has allowed them to achieve all three and at substantial cost savings

58%
Savings

THE CHALLENGE

- Over burdened buyers and excessive use of temp labor
- Inefficient and redundant processes
- Complex product specifications and frequent contract input errors
- Lack of process performance measures & standardized processes

THE SOLUTION

- Global contract for key back office procurement activities (direct, indirect, and supplier quality)
- Offshore solution
- ACS workflow to enhance processes
- Creative pricing to enable cost reductions on an annual basis

THE RESULT

- Low-dollar, high-volume Indirect purchases processed by ACS
- Economies of scale and globally standardized processes
- Over 90% of Direct purchasing contracts processed by ACS
- Reduction of input errors on purchasing contracts