

CONTRACTOR MANAGEMENT EFFECTIVENESS ENERGY SECTOR CASE STUDY



One of the world's largest multinational oil and gas refiner and marketer of petroleum products engaged Trindent to assess efficiency and cost savings within their contract administration department.

588%

**IMPROVEMENT IN
BILLBACK RECOVERY**

\$4,600,000

**ANNUALIZED
SAVINGS**

46%

**REDUCTION IN
AUDIT FAILURE
RATE**

HOW WE MADE IT HAPPEN

- Designed and installed contract administration dashboard to track and report department KPIs on a weekly basis
- Designed and implemented vendor invoice audit program to reduce invoice failure rate, savings over \$3,600,000 in annual costs
 - Streamlined Credit Recovery Control process to increase billback recovery rate to 80%
 - Established clear guidelines while selecting vendors for invoice auditing based on amount and failure frequency criteria
 - Standardized Credit Preparation process to expedite transfers of credit claims between Contract Administrators, Vendors, and Accounts Payable
 - Established credit tracking process to ensure submitted claims are not lost
- Developed clear vendor selection guidelines and installed vendor selection wizard to increase share of agreement vendors to 84%, saving over \$1,500,000 in annual non-agreement spend
- Improve Contracts Administration and Planning leadership capabilities
 - Provided leadership training and coaching
 - Installed regular behavior assessment tools
 - Developed and implemented team dashboard
- Completed skills matrix assessment to define staff skills and development needs
 - Conducted area workload analysis to understand and plan each role's load capacity
 - Installed performance metrics for each role to provide performance visibility

"I would engage Trindent Consulting again to work with my group as the past project met our objectives."

-Mechanical Division Manager