Case Study

Global Consumer Goods Leader Saves 40% Annually Through AI-Powered Supplier Performance Management



Overview

A global consumer goods giant faced fragmented supplier performance evaluations, inconsistent assessment methodologies, limited performance visibility, and manual processes that hindered governance and decision-making. Tech Mahindra transformed the supplier performance management landscape through an AI-driven solution that centralized evaluations, standardized scorecards, enabled holistic stakeholder feedback, and automated performance workflows. The solution delivered greater transparency and actionable insights through advanced analytics, strengthening supplier governance, enhancing collaboration, and enabling more informed procurement decisions.



Client Background and Challenges

A leading global consumer health and hygiene organization with a diverse supplier ecosystem sought to strengthen supplier governance and performance management across its operations. As the business expanded, the company required greater visibility, consistency, and accountability in evaluating supplier performance. Key challenges included:



- **Lack of Standardized Governance Framework:** Supplier performance was monitored using Excel-based scorecards resulting in substantial differences across assessments.
- **Fragmented Supplier Evaluation Methodologies:** Different business units maintained their own separate scoring methodologies, making it difficult to compare supplier performance.
- **Limited Visibility into Supplier Performance and Risk:** Performance, sourcing, and risk assessments were severely compromised due to a lack of visibility and consistency in supplier performance.
- **Inefficient Reporting Processes:** Manual data aggregation and reporting increased the administrative burden, leading to significant delays in decision-making.

Our Approach and Solution

We implemented an AI-driven supplier performance management solution that emphasized standardization as well as automation. The solution included:

- Centralized supplier evaluations and performance data.
- Created a single source of truth for supplier scorecards across business units.
- Established a 360-degree feedback system to capture holistic supplier assessments from multiple stakeholders.
- Automated the performance management process.
- Delivered advanced analytics throughperformance dashboards, leading to proactive supplier management and strategic decision-making.



Business Impact

Achieved 40% savings through improved process efficiency, automation, and workflow standardization.Achieved 100% compliance in supplier performance evaluations.

Improved vendor experience by 30% through a web-based platform that increased transparency and collaboration.

Strengthened supplier governance and improved procurement decision-making.



About Tech Mahindra

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