Procurement priorities in 2019
Gartner Procurement Leadership Council

CPO’s biggest challenges
Percentage of CPOs ranking problem among the most critical to address across the next 12 months

- Inability to accurately gauge supplier performance: 55%
- Procurement’s measures of value delivery feel outdated and irrelevant to the business: 48%
- Underutilization of automation technologies (e.g., RPA): 48%
- Underutilization of analytics technologies (e.g., speed analysis and data visualization tools): 40%
- Unknown/invisible risk in supply base: 35%

n = 40
Source: Gartner Procurement Leadership Council 2019 Agenda Poll

Key findings
- Procurement must learn how to better manage complex supplier portfolios to uncover risks quickly and improve performance.
- CPOs need to upgrade the talent bench, but struggle to do so in a tight labor market.
- Advanced technology adoption remains too slow to transition procurement into the digital age.

Five issues CPOs feel least confident in solving
- They can’t find the talent they need to run the function
- Instability in the supply base threatens business performance (e.g., consolidation, business transformation, bankruptcies)
- Unknown/invisible risk in supply base
- No cohesive strategy to capture product and/or service innovations from the supply base
- Procurement staff struggle to make data-driven decisions

n = 40
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