Procurement priorities in 2019
Gartner Procurement & Operations Leadership Council

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

<table>
<thead>
<tr>
<th>Problem</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Underutilization of analytics technologies (e.g., spend analysis and data visualization tools)</td>
<td>72%</td>
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<tr>
<td>Inability to accurately gauge supplier performance</td>
<td>64%</td>
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<tr>
<td>Underutilization of automation technologies (e.g., RPA)</td>
<td>52%</td>
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<tr>
<td>Unknown/invisible risk in our supply base</td>
<td>48%</td>
</tr>
<tr>
<td>The way procurement buys isn’t adapting fast enough to changing business plans</td>
<td>40%</td>
</tr>
</tbody>
</table>

n = 25
Source: Gartner Procurement & Operations Leadership Council 2019 Agenda Poll

Key findings
- CPOs underutilize advanced technologies that better analyze spend data.
- Procurement must learn how to better manage complex supply bases to uncover risks quickly and improve performance.
- The traditional seven-step sourcing process needs to be updated to keep up with changing business needs.

Five issues CPOs feel least confident in solving
- Supply markets change and grow too fast for staff to stay up to date on market intelligence
- Unknown/invisible risk in our supply base
- The way procurement buys isn’t adapting fast enough to changing business plans
- Underutilization of analytics technologies (e.g., spend analysis and data visualization tools)
- No cohesive strategy to capture product and/or service innovations from the supply base

n = 25
Source: Gartner Procurement & Operations Leadership Council 2019 Agenda Poll

Contact us to learn more
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