



# A lesson in upskilling

In today's climate, the Amazon EU Ops Procurement team faces an upskilling challenge – how to find the right resources and invest time in learning when the pace is ever increasing?

The team is growing at speed, and now even more, Amazon EU Ops Procurement aims to develop its team to be best in class in order to support the business' growth. Procurement has matured into an instrumental link not only to the Supply Chain but to the business as a whole, Amazon EU Ops Procurement found they must follow through and ensure the team is prepared for increased exposure and opportunities.

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Our business is on a growth trajectory. The partnership with the Chartered Institute of Procurement and Supply has been instrumental in helping us upskill our Procurement team to support this rapid growth. Our capability model is now a global benchmark. ”

**Siddharth Mudgal**  
Head of Procurement  
Innovations & CSR



## Working in partnership

Amazon EU Ops Procurement acts as an enabler of growth and business continuity. The organisation operates in the private sector, across Amazon locations in the EU. The team is comprised of 370 employees.

Amazon EU Ops Procurement's mission is to be customer-obsessed, powered by an engaged and talented team that partners with the business to procure goods and services through procurement operational excellence and innovation. We enable and drive collaborative relationships with our suppliers, leveraging data to mitigate risk in our supply chain, to secure capacity at speed and at the right cost. We look to constantly develop our people and have safety and sustainability at the heart of everything we do.

To support Amazon EU Ops Procurement's continuous growth, it is crucial to invest in the development of people. The Team is spread out geographically, across 10 countries, with varying levels of experience and expertise. The vision was to establish pathways to develop team members from Day 1 onwards, regardless of seniority or experience. For this very reason, we have created a single-channel capability program that gives all team members access to training resources. Thanks to its popularity and reputation in the Procurement and Supply world, it came naturally to source materials from CIPS. The program was launched in December 2020 and includes in-house training resources, events, mentorship programs, as well as the CIPS eLearning library that we made available to all.

## Challenges

Up until 2020, training at EU Ops Procurement was scattered and the challenge revolved around ensuring that new hires or entry-level procurement professionals had access to quality procurement-specific training. For this reason, our capability program was created, with the CIPS eLearning as the central product.

We are now able to ensure that all team members have access to the equivalent resources: same quality, volume, topics.





## Progress achieved

- The partnership with CIPS allowed us to launch a learning and development program which has become a key component of our focus on functional capabilities
- Increased engagement from the team – more interest about professional development.

## Success story one of our top learners was recently promoted



- Improved training process efficiency – all training in one place, and for all.
- The team are upskilled and have access to professional materials. Managers are spending less time training employees and instead team members all have access to the same training, which ultimately guarantees standardised knowledge foundations



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