



## **BBC Recognised for Best Practice in Public Sector Outsourcing**

*The BBC has passed the NOA's Corporate Accreditation Programme with merit, setting the standard for public sector outsourcing expertise and excellence*

Following a six-month process of internal review and external assessment, the National Outsourcing Association (NOA) has awarded the BBC with full corporate accreditation for its outsourcing, making the BBC the first organisation to complete the NOA's Corporate Accreditation Programme.

As a major public sector organisation with an annual budget of circa £5 billion, the BBC's spending is placed under intense scrutiny. To ensure that outsourcing best practice is being achieved across the board, the NOA's Corporate Accreditation Programme has been **implemented company-wide**, across 12 major outsourcing contracts end-to-end, involving all stages of the contract lifecycle. The outsourcing portfolio covered is valued at circa £570 million per annum.

The corporate accreditation process involved high-level decision makers from across the entire BBC contributing their perspectives on different touch points from the outsourcing contracts they oversee, led by a dedicated BBC project manager. NOA software was then used to consolidate these views, highlighting prominent trends and issues. Accreditation was conducted by an external NOA auditor, who assessed the BBC's outsourcing capabilities following a day of evidence gathering onsite.

**Kerry Hallard, CEO of the NOA, commented:** *"At a time when government organisations are increasingly utilising outsourcing to help with cuts to funding, and the media is rife with public sector contract failures, it is crucial that public sector organisations take a measured approach towards their outsourcing relationships, so that they are able to achieve the utmost success with their sourcing."*

*"The Corporate Accreditation Programme is a crucial part of the NOA's ongoing campaign to professionalise the outsourcing industry. Participating organisations see the process as a journey towards outsourcing excellence, confirming competency, tackling weaknesses, and assuring customers and stakeholders that they're in the safest hands."*

*"We're seeing a number of large, high profile buyers of outsourcing follow in the BBC's footsteps and sign up for corporate accreditation, particularly those operating in heavily regulated industries, including those in the public sector. I'd like to congratulate the BBC on completing the programme in such an impressive fashion - their adherence to best practice has set a very high standard for what organisations can achieve when they embrace outsourcing fully."*

*"The BBC undertook corporate accreditation to get external expert analysis of our processes and procedures for the awarding and governing of our major outsourced contracts," added **Jim Hemmington, director of procurement at the BBC.** "We chose the NOA as an external accreditor because they are widely recognised as being at the forefront of contract management. Thanks to the programme, we've identified specific areas for refinement, including simple steps we can take to make quick and meaningful improvements."*

*"In the long term, the NOA's analysis will initiate the simplification of some processes, and help us create a more efficient outsourcing lifecycle model – closely based on the NOA's – that will remove*

*unnecessary costs from our procurement process and lead to even more efficient contract delivery, giving further opportunity to create ongoing value through the lifecycle of our contracts.*

*“Overall, we’re anticipating greater efficiency and lower costs in both the acquisition and delivery of outsourced services. The BBC plans to use the NOA’s outsourcing standards long into the future, to help demonstrate that we are keeping pace with emerging best practice and driving as much value as possible through our outsourced provision.”*

### **Background to the NOA’s Corporate Accreditation Programme**

The global outsourcing industry currently lacks any clear, definitive standards. The NOA’s Corporate Accreditation Programme has been developed to sit above the framework outlined in the NOA’s Outsourcing Life Cycle Model – accreditation gives organisations that participate a much better picture of their outsourcing maturity, and highlights strengths and weaknesses in their current approach to outsourcing.

The programme centres around the NOA’s Life Cycle Model, a framework that acts as a global standard for excellent outsourcing. The model has been used, critiqued and refined by over 200 organisations, ensuring that it remains the definitive guide for outsourcing best practice globally. It is free to access for all NOA members.

The NOA has plenty of experience in accreditation, having previously contributed to BSI and ISO guidelines for outsourcing, and been an awarding and accrediting body for decades.

*Organisations can start their journey towards corporate accreditation today by contacting NOA marketing director Tom Quigley on 0207 292 8689, at [tomq@noa.co.uk](mailto:tomq@noa.co.uk) or visiting [www.noa.co.uk/corporate-accreditation-programme](http://www.noa.co.uk/corporate-accreditation-programme).*

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### **About the NOA**

The National Outsourcing Association (NOA) is the leading association serving both the outsourcing professional and the global outsourcing industry. Our vision is to grow the size and positive reputation of the outsourcing industry. Our mission is to be both the home and global ambassador of world class outsourcing. [www.noa.co.uk](http://www.noa.co.uk)

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**Kerry Hallard, CEO of the NOA, is available for interview** – please contact Jeremy Coward.