



# Retail Business Services

## Beyond Savings: Retail Business Services' Nancy Nicoll Talks Procurement Innovation on Podcast

April 9, 2019



Nancy Nicoll, Vice President of Not for Resale/Indirect Sourcing for Retail Business Services, the services company of Ahold Delhaize USA, recently shared her thoughts about the importance of innovation and adding value in sourcing organizations with The Art of Procurement in a newly released podcast.

"If you use savings as your only metric, then you're only as good as your last sourcing event," she says on the podcast. The questions sourcing professionals should be asking, she said, as she sat down with host Philip Ideson, are: "Am I creating value? Am I creating competitive advantage?"

It's important for stakeholders to see Not for Resale teams as "a trusted advisor," adds Nicoll. If there's a positive relationship, it's more likely stakeholders will utilize the expertise Not for Resale brings.

But the real secret sauce, she says, comes down to a few guiding principles Nicoll has implemented in her department over the past year. Those principals include collaborative relationships with stakeholders, investing in the team and its diversity and being able to consistently demonstrate Not for Resale's total value to the organization.

Learn more by listening to the full podcast [here](#).