

## **Customer Service Partnership (CSP) Briefing**

### **Procurement Improvement Plan**

*Prepared for March 5, 2015, CSP Meeting*

#### **Developing an Enterprise-Wide Procurement Model to Deliver Excellent Customer Service and Efficiently Use Taxpayer's Money**

<b><u>Strategic Goal</u></b>	<b><u>2015 FY Major Actions</u></b>	<b><u>Status</u></b>	<b><u>Next Steps</u></b>
<b><i>Creating a connected and integrated procurement team</i></b>	Purchasing Leadership Team est.  Executive Steering Committee est.  Enterprise Aligned objectives agreed  Process improvement projects initiated  Newsletter launched  Determine customer satisfaction baseline	Complete  Complete  Complete  1 process team Complete 2 teams almost complete 1 team recently kicked off  Complete: distributed monthly  Survey framework is being developed	    Complete 3 teams; kickoff 4 additional teams   Complete Framework; launch surveys
<b><i>Increasing transparency through performance dashboards</i></b>	Improvement Plan, Aligned Objectives, and Major Project Dashboards published	Dashboards are updated and distributed to stakeholders in accordance with a vetted schedule	
<b><i>Implementing category management teams</i></b>	5 pilot teams kicked off  Category segmentation  Category Mgmt training initiated	Fuel Card team has completed assessment; deferred further action to department leadership. Wireless is nearly complete. Remaining 3 pilots are in flight.  Completed  Training curriculum and delivery framework being developed by cross-agency training team	Finalize Wireless. Finish remaining pilots and begin additional ten 2015 categories.   Determine curriculum and delivery medium to identified audiences; initiate training
<b><i>Deploying strategic supplier management</i></b>	Complete one strategic Supplier Review	Initial framework developed	Finalize framework; determine supplier; determine timeline to conduct review
<b><i>Promoting data-driven decision making</i></b>	FY Major actions to be determined by Mar. 31		