

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

<u>Strategic Goal</u>	<u>2015 FY Major Actions</u>	<u>Status</u>	<u>Next Steps</u>
<i>Creating a connected and integrated procurement team</i>	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
<i>Increasing transparency through performance dashboards</i>	Improvement Plan, Aligned Objectives, and Major Project Dashboards published	Dashboards are updated and distributed to stakeholders in accordance with a vetted schedule	
<i>Implementing category management teams</i>	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
<i>Deploying strategic supplier management</i>	Complete one strategic Supplier Review	Initial framework developed	Finalize framework; determine supplier; determine timeline to conduct review
<i>Promoting data-driven decision making</i>	FY Major actions to be determined by Mar. 31		