



Can't Get No Respect From End Users?

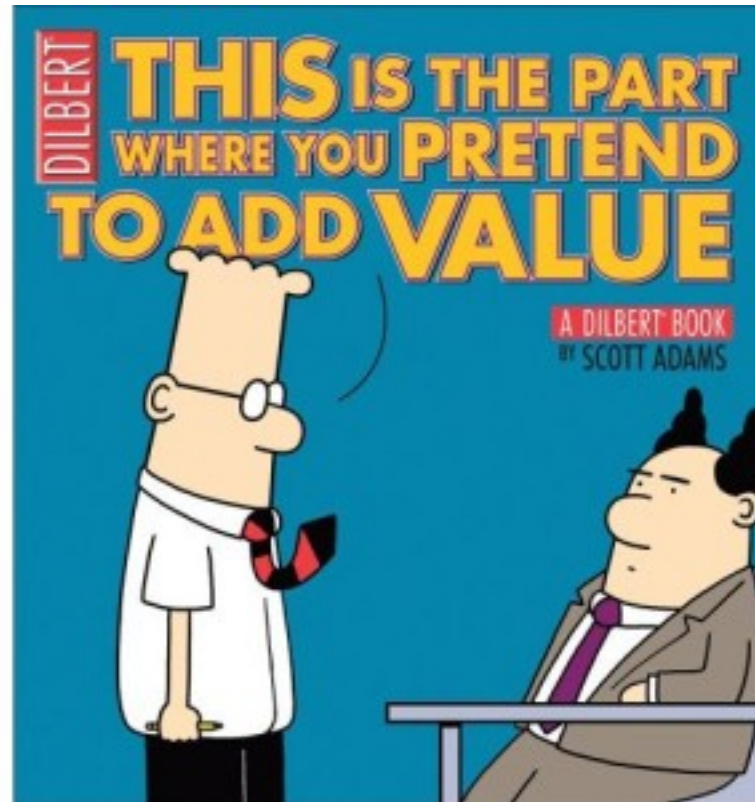
Try A New Approach That Works!

Presented by:
Michele Skaggs,
CPPO, VCM, VCO, VCCO



FORUM2016

Procurement Value



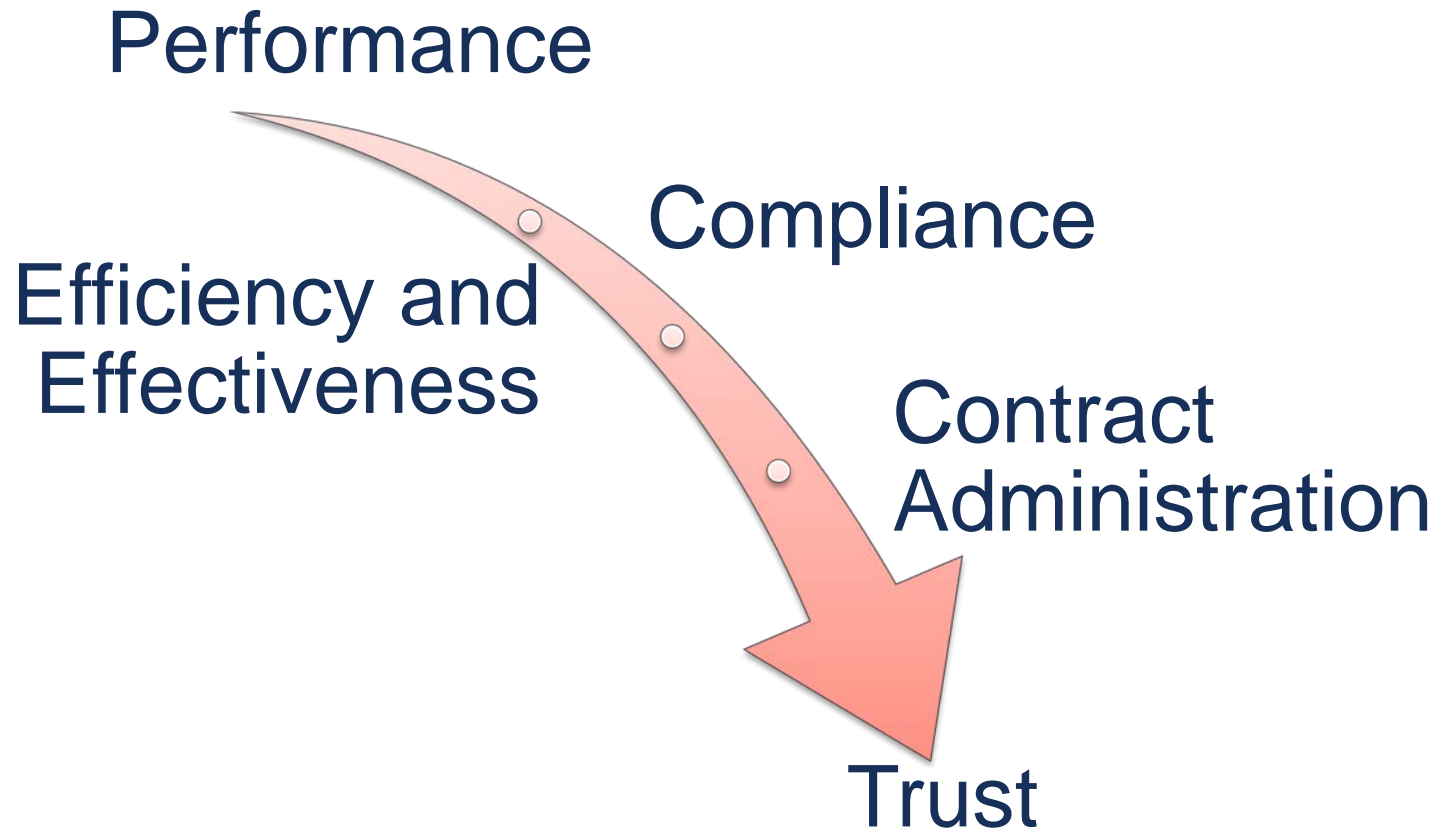


How do we demonstrate the Value of Procurement to our stakeholders?

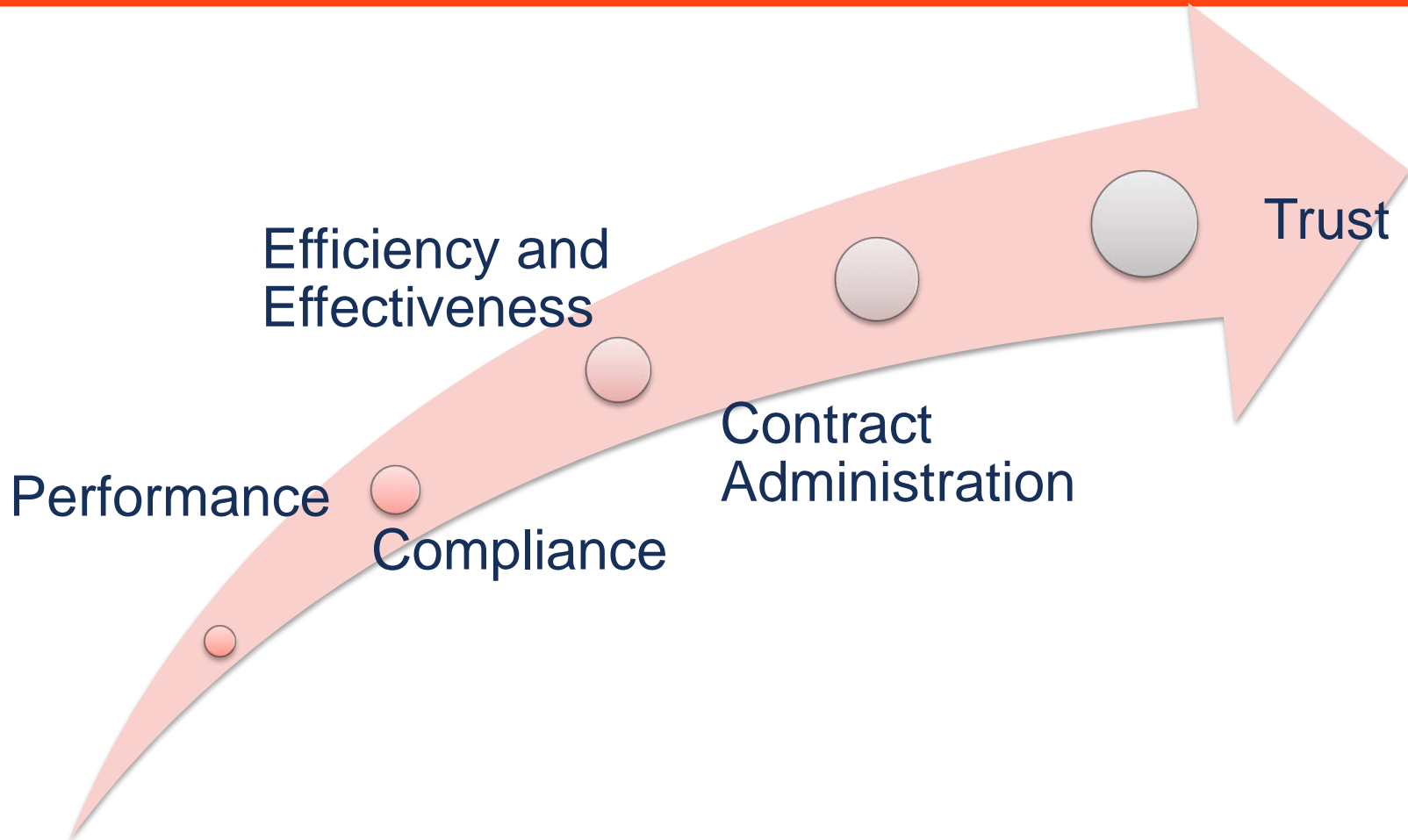
Procurement Value

- How to develop a trusted partnership
- Risks / Benefits
- Tools and Strategies
- What does Success look like

Risks



Benefits



Benefits



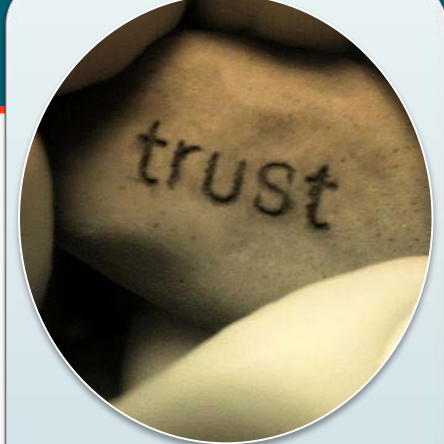
Effective
Communication



Superior
Customer
Satisfaction



Productive
Collaboration

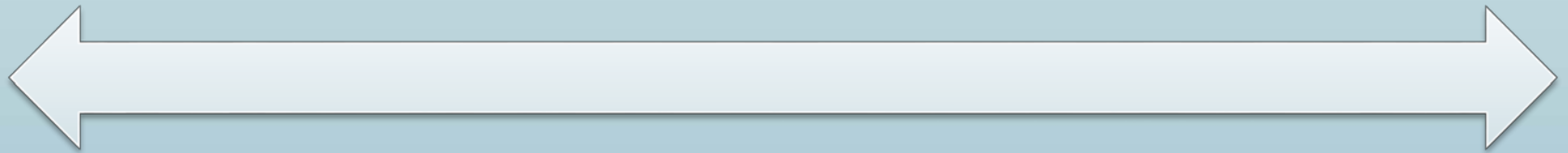


Trust
Procurement's
Expertise

Benefits



Effective Communication





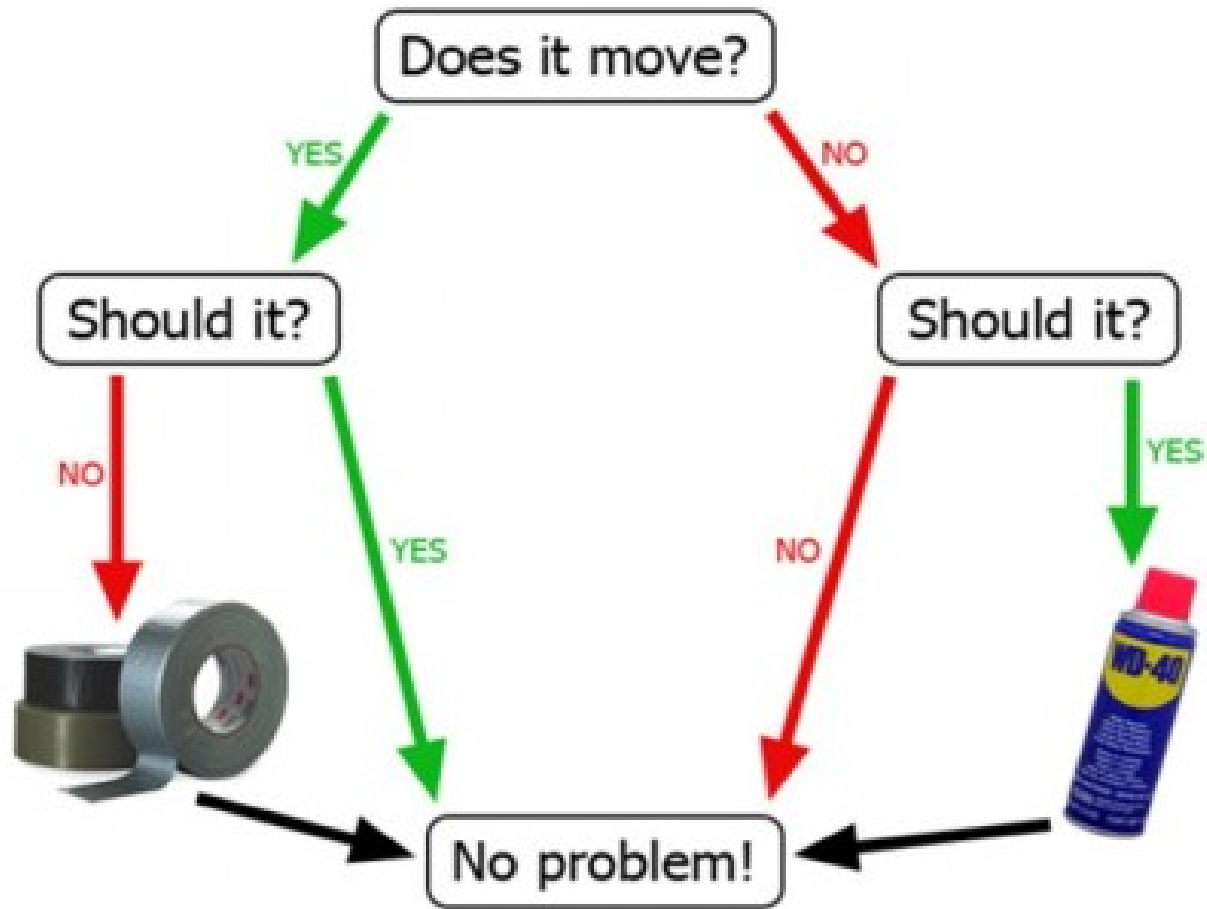
Effective Communication

Listen – Intentionally

“Most people do not listen with the intent to understand; they listen with the intent to reply.”

- Stephen Covey

Effective Communication



Effective Communication



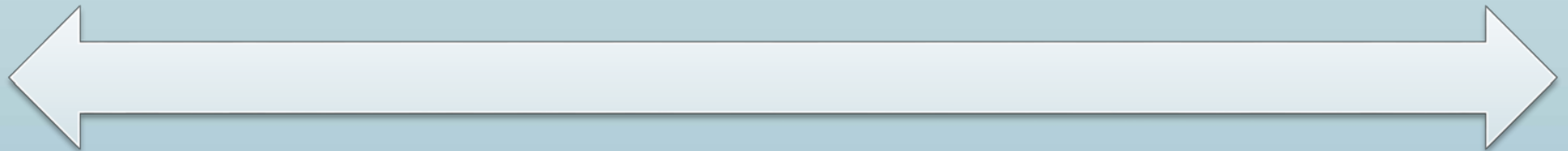
Effective Communication

- Establish a trusted partnership
- Listen to understand
- Speak to be understood
- Do what you say you are going to do
- Follow up ... this is a process, not a task

Benefits



Superior Customer Satisfaction



Superior Customer Satisfaction

- Anonymous ... sort of
- How are we doing?
- How important is it to your stakeholders?
- What's important to procurement?

Superior Customer Satisfaction

- Reliability
 - Meet specifications?
 - Did we get it right the first time?
 - Accuracy and completeness?
- Do you trust us to know what we're doing?

Superior Customer Satisfaction

- Responsiveness
 - Speed of response
 - Willingness to respond
 - Commitment provided – and met
- Do you trust us to value your time?

Superior Customer Satisfaction

- Assurance
 - Competency demonstrated by staff
 - Training, presentations, guidance provided
 - Accessible and approachable?
- Do you trust us to value your mission?

Superior Customer Satisfaction

- Tangibles
 - Training materials effective / understandable
 - Satisfaction with solicitation process
 - Satisfaction with contract development
 - Satisfaction with contract administration
- Do you trust us to be effective and efficient?

Superior Customer Satisfaction

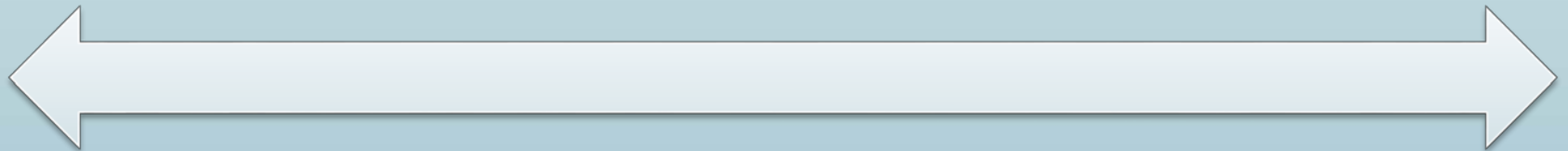
- Established an open effective line of communication
- Learned how you're doing
- Learned what's important

Now what??

Benefits



Productive Collaboration





Productive Collaboration

- What is Productive Collaboration?

Productive Collaboration

- What is Productive Collaboration?
 - Collaboration: **The act of working with someone to create something ...**
 - Productive: **... successfully**
- How do we do it?



Productive Collaboration

- Consistently over time – it's a process
 - Changing culture
 - Building partnerships
 - Managing expectations
- Where do we start ...

Productive Collaboration

- Share information with Department Heads
 - Survey results
 - Benefits / Risks
- Participate In Project / Department meetings
- Regular conversations
 - Scheduled meetings
 - Phone calls, Emails
 - Drop by
- RASCI Matrix



Productive Collaboration

- Purpose of RASCI
 - Begin a proactive conversation
 - Demonstrate collaboration
 - Manage expectations

Productive Collaboration

- R: Responsible for coordinating / doing the work
- A: Accountable for completion and/or approver
- S: Support resources are allocated
- C: Consulted with before / during the activity
- I: Informed about the activity

Productive Collaboration

- Identify stakeholders
 - Could be different for departments, procurement methods, etc.
- Categorize activities
- Task detail
 - Be as specific or general as appropriate
- Document roles
- This is a tool ... it's flexible.

Productive Collaboration

- Tips and Tricks for Complex procurements
 - Develop (and manage) a timeline – Backward pass first, then forward pass
 - Manage evaluation team – define their purpose
 - Guidelines for Evaluation of Proposals
 - Kick-Off meeting with evaluation team and end users
 - Create templates for commonly used forms / formats

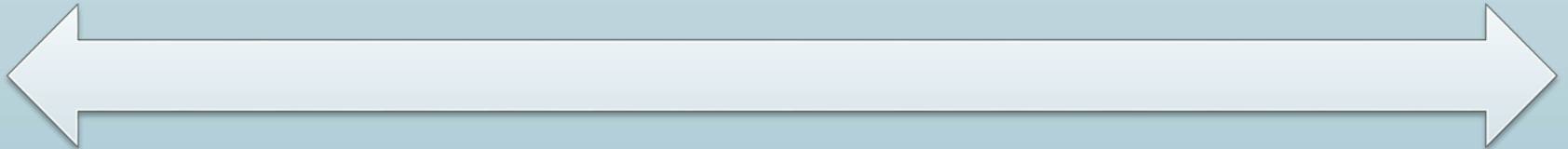
Productive Collaboration

- Tips and Tricks for purchases <\$5k
 - Train your end users to give you what you need ... really!
 - Use the eVA tools! Vendor search by commodity code. Reports and Resources: Report 100
 - Email vendors on the list
 - Make the most of statewide contracts
 - Be strategic! Analyze spend data of items / services you purchase often. Consider a solicitation!

Benefits



Trust Procurement's Expertise



Trust Procurement's Experience

- How have we earned their trust?
 - Mutual understanding of departmental mission and the Agency Mission
 - Value what's important – individually
 - Proactive and strategic approach to meet their needs

Trust Procurement's Experience

- Track success: Performance Metrics
 - Improve customer satisfaction rating by 10%
 - Solicitation completed on time at 98% within 1 year
 - Increase strategic contracts by 25% within 2 years.

Trust Procurement's Experience

- Share success
 - Share the information
 - Share the credit



How do we demonstrate the Value of Procurement to our stakeholders?

What does SUCCESS look like?

Short Term Successes

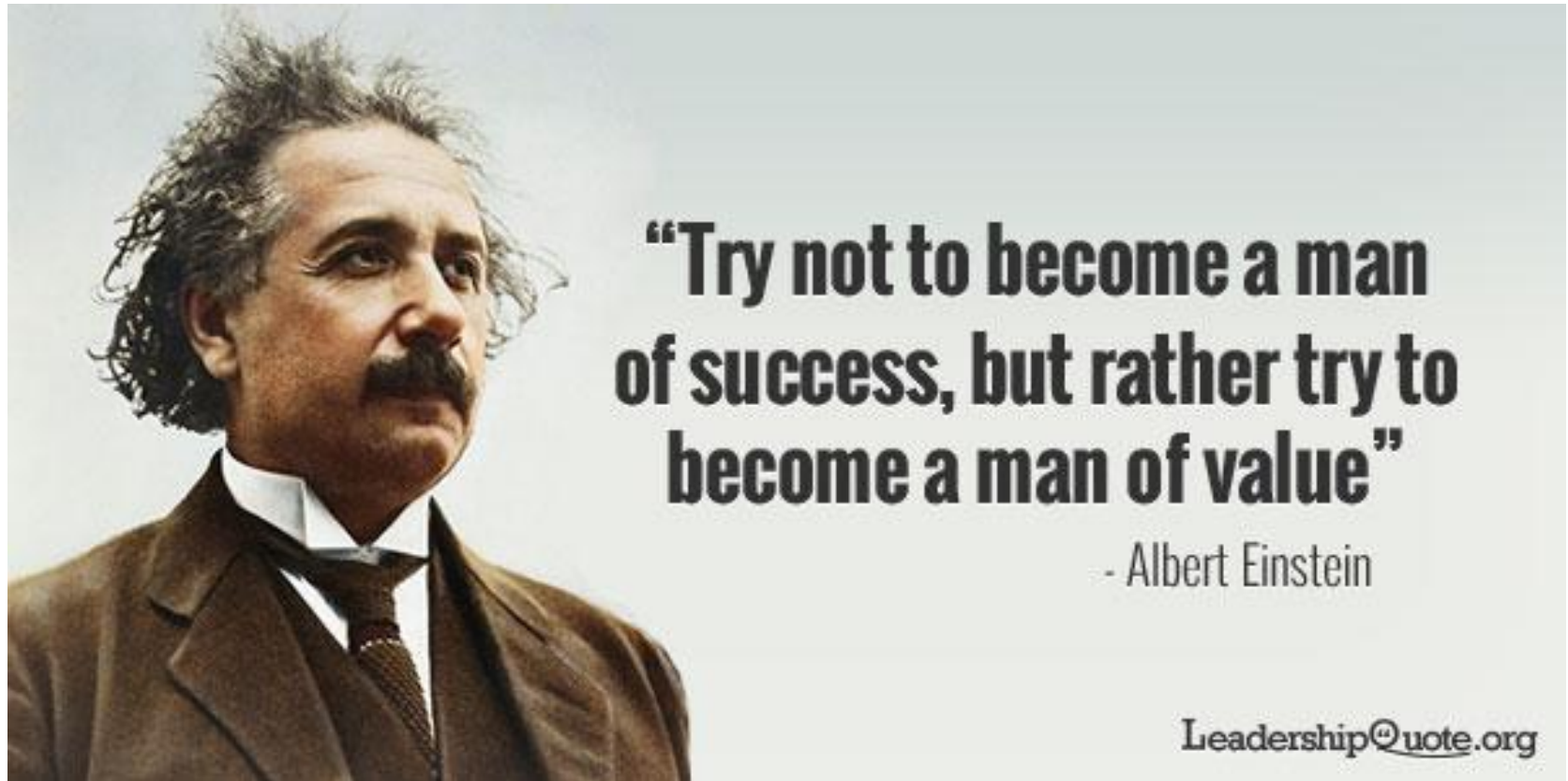
- Effective Communication
- Understanding of responsibilities and expectation
- Customer Satisfaction
- “Faster” solicitations, better contracts and leveraged spend

Long Term Successes

- Improved Compliance, Cost Avoidance and Efficient Processes
- Procurement becomes a valued resource – not a necessary obstacle.



What Does Success Look Like



Questions

