

# FORUM 2017: Creating Connections Together



## Love it or List it

# A primer on fixing up a procurement office

Dan Hinderliter - Scott Magazine

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<https://www.youtube.com/embed/NKVnVhmUSTw>

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Exercise – 5-7 minutes

Step 1 – Identify table leader

Step 2 – List the worst things you could have coming into a new procurement office.



**Situation assessment: Your Baby is Ugly**



What Contracts do I have?  
What me worry?

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## Adherence to APSPM

It is a guideline?

Is it a desktop procedure?

Who other than procurement needs to know?

Culture of pressure

It's not procurement until you actually buy something

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## Frequently heard...

“I sent the paperwork and it disappeared”

Procurement is the office of ‘no’

“This is how we’ve always done it”

Why does it take so long to get stuff done?

This is grant money, why do we have to involve procurement?

This is a non-profit, can’t we just award?





**This was the DBHDS Procurement House**



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## Executive Level Support

Agency Head

Executive Team

Employees

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## Staffing Needs

Deputy Director

Compliance and Training Manager

Intense recruitment for vacant positions

Memberships to VAGP, CAPA, NIGP

Commitment to certifications

Metrics for measuring workload

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## Training

Updated policies

Developed training and presented to agency mgmt.

Prepared and presented field-oriented training – Use of Knowledge Center

Required eVA training prior to access

Flow chart developed specific to DBHDS

Buyer mentoring and development

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## Consistency

Boilerplates and templates

eVA used at point of requisition

Peer review process

Weekly meetings for procurement staff

eVA Sourcing and Contracting

AITR Review of all IT commodity code purchases

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## Outreach

Quarterly meetings focused on training not venting

Encouraged early involvement of procurement via presentations (marketing)

CSB marketing for eVA and agency contracts



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## Non-compliance

Letter citing “Obligation of funds without authorization” (or not)

Issued by Procurement Director, acknowledged by Interim Commissioner

Terminate and or replace contracts at earliest convenience



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## Focus on Customer Satisfaction

Highlight the wins

Use DHRM policies to motivate

Measure customer satisfaction

Include customer satisfaction metrics in contracts

Team building as a focus



**The new DBHDS Procurement House**

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## List it

The ultimate sanction in government is privatization

Loss of delegated procurement authority

Job search(es)

Non-compliance findings

Potential legal issues – Protest(able) contracts

Newspaper sales could increase

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## Nobody gets credit for fixing problems that never occurred

Don't wait to recognize and reward your top achievers

Borrow process improvement ideas from others

Throw handfuls of spaghetti against the wall

Network and tell your story

Spend time on your staff EWP, employee development plan

No one has cornered the market on "smarts"

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