

Support Services Review Update Template

Suggested template for SSR annual update submission

Update Year: 2012

Unit Name:

Procurement & Materials Management

Today's Date: April 11, 2012

Unit Review Leader:

Anthony Owens

Data Update: (Please enter and update information)

Primary Service Issue	Improvement	Measure	Baseline	Target	Current
Enhanced training for staff	We have provided certification classes for the buyers, warehouse logistics and software training for warehouse staff and advanced contracts training for the contracts division.	The measure was the employees successful completion of the online course or class.	Certification or professional development hours	Increased productivity through additional trainings	We have all our buyers fully trained and prepared to sit for the purchasing certification
Implement a check list for processing requisitions	Purchasing has developed a standardized check for processing all requisitions that the buyers work from	The measure is a faster turnaround time in the processing of requisitions.	Historically took a week to process requisitions. Now with the checklist, it takes 3 to 4 days	We would like to eventually automate the entire process and get processing time down to two days	We currently process the requisitions in 4 days.
Update the purchasing website	Implement helpful links to appropriate information and forms. Also place video tutorials on the website explaining our	Getting the data uploaded on the website	N/A	Allow for an easy exchange of information for staff and external interested parties.	We have made some update to the website and continue to work with our web design staff for further

Support Services Review Update Template

	processes.				updates.
Procurement needs to partner better with outside vendors i.e. HUB and small business vendors	Through a more cohesive relationship with these vendors the college can better serve both staff, students and external constituents.	How many additional forums were attended.	N/A	Increase visibility for the college in the community	We have attended more forums and been more visible at round-table discussions to increase the visibility.
Take full advantage of automation in terms of software.	By taking advantage of available software and other electronic mediums the staff can operate more efficiently.	We track and document our production in all divisions.	Where are we now as opposed to this time last year.	The ultimate goal is to eventually go paperless in procurement through automation.	We have purchased electronic scanners to track incoming and outgoing mail and packages allowing us to greatly reduce the amount of paper being used

Enter the information from last year's report into the corresponding fields and fill in the updates

Narrative Update: (Please supply a narrative explanation on the progress of your improvement)

The Procurement and Materials Management continues to make strides towards our stated goals. We have improved our process through a number of improvements. We've sought after and received additional training for staff. We have purchased additional software when possible to further enhance our productivity. We have increase our visibility in the community through participation in forums and Q & A sessions. Also we've made a concerted effort to network and speak to various groups about the college. Mostly at HUB and small business forums. We have also hired additional staff to address needs within the department. Our contracts division is now fully staffed and making great strides to address the myriad of contracts throughout the college. This has to do with our right-sizing of the department. We have also taken a holistic approach to addressing the needs of the division in that we look at how our division effects not only other division withing the college, but how we may effect vendors and organizations outside the college.

Support Services Review Update Template