



Procurement Process Improvement

EXECUTIVE SUMMARY

BACKGROUND

While every procurement is unique, the basic process flow is the same – from identifying a need through administering the contract until closeout. The success of the procurement process depends on a strong partnership between Office of Administration (OA) Purchasing and the requesting department. Within the current process, there are opportunities to improve this partnership to expedite the process while maintaining the integrity of an objective, fair, and transparent process.

PROBLEM STATEMENT

The state procurement process for purchasing goods and services is time consuming and inefficient. Delays in this process greatly effect an agency's ability to support Missouri citizens.

IDENTIFIED ISSUES

Through this project, our capstone team identified three key issues:

- ◆ **Documentation:** complex, confusing and duplicative Department Intake Packet; lack of clarity of the process; lack of standardized forms and templates;
- ◆ **Communication & Collaboration:** unclear communication between all involved departments; confusion between department and OA roles;
- ◆ **Training & Resources:** lack of diverse training options; ineffective and inaccessible training; lack of interactive resources for guiding the procurement process.

GOALS AND OBJECTIVES

Improve the procurement process in a manner that will reduce the time it takes to obtain products and services to:

- ◆ Increase client engagement and satisfaction;
- ◆ Reduce the number of times the Department Packet is returned to the department;
- ◆ Increase collaboration with OA Purchasing and department procurement staff;
- ◆ Reduce the turnaround time of the procurement process; and
- ◆ Enhance existing training resources and introduce new training opportunities.

RECOMMENDATIONS

Our capstone identified three recommendations:

- ◆ **Documentation:** establish standardized templates and forms; streamline the Department Intake Packet; create step-by-step guide; develop one-page process map; create interactive tool (ITSD, MOVERS, or COTS);
- ◆ **Communication & Collaboration:** OA Procurement Communications Coordinator should form a multi-department procurement committee to improve collaboration; define communication roles; update intranet & internet content; establish best practices to manage OA and Department expectations;
- ◆ **Training & Resources:** OA Procurement Training Coordinator should revise current training content; develop new interactive training opportunities (MO Learning training path, in-person options, etc.); conduct annual training seminars.

