

PURCHASING AND AUXILIARY SERVICES

Mission

Purchasing and Auxiliary Services identifies and implements cost saving opportunities in the acquisition of operating supplies and capital assets, providing the highest quality purchasing and acquisition services to internal and external customers with a positive attitude, unparalleled speed and uncommon efficiency.

Vision

Purchasing and Auxiliary Services will:

- Be recognized as a premier provider of purchasing and acquisition services with a positive attitude, unparalleled speed and uncommon efficiency;
- Facilitate the achievement of goals by the units we serve by providing the highest level of operating and capital assets at the lowest possible cost; and
- Capitalize on new technologies and service applications to meet the evolving purchasing and acquisition needs of our customers.

Core Values

Excellence - We seek excellence in all our endeavors and we are committed to continuous improvement.

Intellectual Freedom - We believe in ethical and scholarly questioning in an environment that respects the rights of all to freely pursue knowledge.

Integrity - We are committed to the principles of truth and honesty and we will be equitable, ethical, and professional.

Service - We believe that serving others is a noble and worthy endeavor.

Diversity - We respect others and value diversity of opinions, freedom of expression, and other ethnic and cultural backgrounds.

Stewardship of Resources - We are dedicated to the efficient and effective use of our resources. We accept the responsibility of the public's trust and are accountable for our actions.

Goals, Critical Success Factors, Objectives, and Strategies

Goal One. The efficiency of the purchasing process will be increased by fully utilizing existing resources and developing new resources, assisting departments in sourcing, procuring and tracking institutional items.

Critical Success Factors:

- All university units will utilize the current electronic requisitioning process for making large purchases
- A minimum of 85% of all purchases will be made through a procurement card
- 50% of all purchases will be made through pre-negotiated pricing contracts
- 90% of all chargeback entries will be transacted electronically to eliminate paper processes

Objectives:

Objective 1.1: We will fully implement electronic requisitioning and receiving processes.

Strategies:

- The online requisitioning access and use will expand to departments who are currently using paper requisitions.
- We will identify departments to bring online from the highest volume customers to the lowest and bring them online in that order.
- We will develop procedures and implement online receiving for departments currently using online requisitions.

Objective 1.2: Online catalog/contract access will be implemented for all departments to enhance purchasing leverage.

Strategies:

- The most popular, effective and cost-efficient methods for conducting this process will be identified to determine whether a solution should be selected from them or if an internal process should be developed.
- Faculty and staff will be educated about the benefits of using existing contracts to make small dollar purchases and provide training and guidance to use the system.
- We will continuously look to improve the system based on customer input and best industry practices.

Objective 1.3: An automated charge-back system for Central Services will be developed and implemented.

Strategies:

- Existing databases for both agencies will be combined and an effective archive structure for past charges will be determined.
- A CVI report that can be sent directly to Stillwater for processing will be developed instead of reentering the information that is derived from the databases.
- Annual reports will be developed to depict total cost for each service per cost center and for each vendor to assist in future budgeting decisions.

Objective 1.4: An electronic inventory tracking system will be implemented.

Strategies:

- We will determine whether the current SCT tracking system can be implemented and used as an effective tool for receiving.
- We will work with departments, Stillwater Risk Plant, and administration to source or develop any additional inventory tracking accessories that will enhance and work in conjunction with the existing SCT system.
- A new inventory system that utilizes a barcode and/or scanning technology will be implemented which will decrease staff time for inventory tracking and create a more accurate inventory count.

Goal Two. Auxiliary enterprise income will be expanded for the institution.

Critical Success Factors:

- Increase auxiliary enterprise income by 50% for the 5-year period
- Maintain the quality and selection of services required by students, staff and faculty
- Vending revenue will be increased by 50%
- Rental income from food vendors will be increased by 25%
- Copier card income will be increased by 15%
- Food vending machine income will increase by 15%
- Room rental income will be increased by 25%

Objectives:

Objective 2.1: A collaborative plan will be developed for retail outlets for OSU-Tulsa and OSU-CHS campuses.

Strategies:

- We will work with existing vendors, faculty and staff in order to assure the quality and type of services being offered on campus meet or exceed expectations.
- Services will be identified that can be expanded or initiated in order to meet the needs of students, faculty, and staff.
- The number of vending machines on both OSU-Tulsa and OSU-CHS campuses will be expanded.
- We will market meeting rooms to non-profit organizations and businesses.
- The prepaid copier card system on both campuses will be expanded.

Goal Three. We will leverage institutional resources by improving pricing on university bid solicitations.

Critical Success Factors:

- 75% of all bid and pricing quotes will be solicited and received via an electronic bidding system.
- Minority bid participation will be increased to a rate meeting or exceeding their representation in the business community.
- Bid response levels will be increased by 50% on repeat solicitations.

Objectives:

Objective 3.1: An online system for vendor solicitation and participation will be implemented to increase vendor participation and enhance opportunities for small businesses.

Strategies:

- We will identify a cost-effective resource to provide the hosting and content of this application.
- Existing and potential vendors will be notified of the change in practice and be given information about how to do business with the university.
- We will promote the university's desire to do business with the local community.
- We will track and report solicitation participation by proximity and vendor type (small business or other).

Objective 3.2: We will develop and implement a plan to actively seek minority, underrepresented and new vendors to participate in bidding opportunities by participating in organizations and events that draw these entities.

Strategies:

- We will participate in at least 2 minority vendor fairs per year.
- An individual will be designated to coordinate, promote and enhance minority vendor participation with the University.
- At least 1 new minority vendor resource (organization, entity or agency) will be developed from which to recruit new vendors.

Goal Four. Departmental services and efficiency will be improved by requiring minimum annual training levels.

Critical Success Factors:

- Each staff member will participate in a minimum of 15 hours of training/development per year
- Each employee will have a minimum of 6 hours per year of customer service training classes
- We will achieve staff retention rate of 80%

Objectives:

Objective 4.1: We will work with Human Resources, professional organizations and state organizations to identify training opportunities available for our employees.

Strategies:

- A cost-effective resource will be identified to provide this training and/or lobby for internal training.
- Each staff member will be responsible for tracking and reporting their efforts in this area.

Annual reviews will reflect this requirement and be a significant factor in the review process.