

Procurement Renewal

Client Service Focus – Technology Enabled

The Challenges of Procurement

Clients requiring services or goods from external suppliers to deliver on their business objectives require support from the department's procurement team. Procurement over the years has become very rule-driven and the focus and time for client service is limited. Procurement teams do their best to deliver, despite the enormous burden of procurement rules, policies, instruments, and audits and are, unfortunately, seen as roadblocks to delivery for results.

A renewal to complement E-Procurement

The upcoming E-Procurement Solution (EPS) will facilitate suppliers' interactions and decrease the burden of administrative tasks for procurement officers, enabling them to have more time to expedite procurement requirements. EPS alone, however, will not fix all the current issues of the procurement processes or rethink the organizational structure to become client-centric. Our solution will. Using Lean Six Sigma methodology/approach we will streamline processes, ensure the EPS is fully leveraged, create client-centric positions, and provide ongoing change management to ensure the desired outcome is achieved: client satisfaction.

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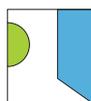
Introduction of Procurement Analysts

This new role, similar to Financial Management Advisor (FMA) and IM/IT Business Analyst, is to work closely with their assigned clients to document their procurement needs. Procurement Analysts would engage with clients at the beginning of each fiscal year to assist in the development of their procurement plans. As the year unfolds, they would help clients formulating their requirements in a manner that can be competed (SOW, evaluation criteria). Procurement Officers can then determine the best procurement vehicle to be used and execute the procurement process in a compliant manner. These two roles working together will streamline the process by eliminating the back and forth between Procurement and their clients.

Introduction of a Service Desk

As a corporate service receiving numerous requests, procurement can share the best practice of IM/IT - the establishment of a Service Desk, with dedicated staff - to receive, prioritize and dispatch service requests. Clients are provided with a single-entry point to access procurement and ensure their varied requests, whether it be about a specific contract or more generally, a policy interpretation,

continued



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can be immediately responded to by the service desk staff (tier 1) or routed to a procurement officer for resolution (tier 2). With the creation of a Service Desk, procurement officers are not interrupted to field phone calls or emails, and can concentrate on their procurement files, enhancing timelines and overall service delivery.

Case Management Tool

As IM/IT departments everywhere have known for some time, a Service Desk is most efficient when it uses an automated tool to record and track all its service requests. Procurement can leverage an existing IM/IT ticketing system powerful enough to be configured with its own workflow. This tool becomes the single-entry point for all requests received from an automated workflow or email system and tracks the purchase requisitions throughout the procurement process. Clients can use a portal to see the status of their service requests.

Such a system is necessary to develop realistic service standards, based on actual metrics recorded for the different types of procurement products, from simple call-ups to complex standing offers.

Positive Outcome

Clients seek advice from Procurement Analyst/Officers in a timely manner trusting that this is the most efficient way of satisfying their requirements to ensure the business objectives can be attained.



Meet our Subject Matter Expert

Louise Bizier

PMP, PMI-Risk Management Professional, Certified Change Management Professional, Certified Business Process Professional, Lean Six Sigma – Black Belt

Ms Bizier has been involved in business transformation since the early 1980's. After leaving IBM, she worked with a consulting company where she was responsible for researching and delivering courses in business analysis. During this period, she became familiar with the emergence of business processes as a valuable management tool for business transformation.

Ms Bizier conducted numerous mandates as a certified business process professional to improve operations in Public Administration Core Programs and Corporate Services. She optimized organizational structures, the backbone of business processes, thus ensuring the implementation of efficient business processes. She has been involved in many IM/IT projects to install tax administration systems, financial management systems and human resource management systems. She has used her project management skills as well as her risk management expertise to deliver results on time and on budget and her change management expertise to ensure the sustainability of the changes.

She is a Certified Black Belt Lean Six Sigma expert and has proven experience in delivering LEAN business processes in successful transformation projects. She is a unique professional who can leverage her complementary qualifications demonstrated through over 50 successful projects in numerous countries in both private and public sectors.

We continue to support our clients working remotely, and safely during the COVID-19 precautions.

If you are interested in learning more about Markido Engage, contact Heather Buchan at hbuchan@therightdoor.ca.

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