Collaboration…

*Become the Procurement Office They WANT to call…*
Define Collaboration

“Collaboration is working with others to do a task and to achieve shared goals. It is a recursive process where two or more organizations work together to realize shared goals.

Structured methods of collaboration encourage introspection of behavior and communication.

These methods specifically aim to increase the success of teams as they engage in collaborative problem solving.”

Wikipedia
COLLABORATION:
Two or more people working together towards shared goals
Today’s Objective...

- Identify opportunities to “collaborate”
- Develop a “collaborative” environment
- Communicate without offending
- Become a department that is sought out
Wendy Burchard
Strategic Sourcing Manager
15 Years in University Procurement
  • I/S Procurement -10 years
  • Central Procurement – 5 years
  • Neil D. Markee 2013 Communicator of the Year Recipient

  • Redesign procedures
  • Communicate and enforce existing policies
  • Redefine relationships
Kim Dulaney, CPSM  
Assistant Director & Contracts Manager  
15 years in Procurement  

- University of Indianapolis – Small private  
- Leaned on larger public schools to develop RFP’s  
- Held myself accountable on procurement regulations  
- In Private institutions, board members are usually business leaders and are held to Sarbanes-Oxley regulations and assume that you are doing the same
Have you heard the one about the guy who walks into a bar and says, “Let’s go hang out in Procurement???”
Do your “Customers” try to avoid you?
Issues

- University personnel are not familiar with Procurement process
- Rogue spending
- No understanding of the value of procurement office
- Retain expertise and perceived authority
Communicate, Communicate, Communicate

- Policies
  - Where are they?

- Procedures
  - Why
  - How
  - Make it easy to do the right thing
Communicate
The Value of Working with Procurement

- It’s what we do
- Communication central for all stakeholders
- Explore best procurement method
- Vendors are us
- Guide the process
- Prevent unethical processes
- Manage the documentation process

*It’s my job to keep you out of jail and the University out of the newspaper!*
Explain the Value of the RFP/Bid Process

- Identifies objectives
- Structures and validates the evaluation procedure
- Produces organized procurement decisions
- Requires vendors to adhere to guidelines
- Insures a fair and competitive process
- Demonstrates impartiality
- Maintains lawful practices
TIPS FROM THE FRONT LINES...
BE ORGANIZED

- Develop a Schedule of Activities
  - Who, What, Where
- White Board
- Timeline
- At the Mercy of the Committee
- Committee Responsibilities
BE TRANSPARENT

- Ask Questions
  *Think outside of the box*
- Answer Questions
  *I don’t know but I will find out*
- Be a window, not a door
- Be a source of information
- Be Honest
Develop a Collaboration Reputation

**On Campus…**

- Know who to pull in…and when
  - Identify all stakeholders
  - Understand what areas are affected
- Collaborate within your own office
  - Buyers have different areas of expertise
- Be patient - Not everyone works in Procurement, Nor do they want to!
Develop a Collaboration Reputation

*With Peers…*

- Outside resources
- Peer organizations
- VASCUPP/CICV
- NAEP Listserv
- E&I and other consortiums
Develop a Collaboration Reputation

Mission Driven Collaboration

- SWaM
- Sustainability Initiatives
- Student Safety
- Advisory Councils
- Campus Initiatives

Become an Active Member of Campus and Community
Solutions

- Invite Campus to “Learn How to Purchase”
- Communicate Value Procurement Brings to the Table
- Start a Procurement Collaboration Group
- Develop Standard RFP Template
- Develop Standard Contract Terms
- Keep it Simple – Don’t overcomplicate
- Ask for Feedback
Customer Service can be a tremendous asset when it comes to navigating choppy waters!

- Develop a reputation
- Be available (answer emails and phone calls)
- Be Honest (I don’t know is okay)
- Be Efficient (Just Git ‘er done)
- Know when to support
- Know when to push back

How Can I Help???
Outcomes

- Seat at the table at the beginning
- Valued and respected team member
- Processes are clear
- $$$ saved
- University protected
Collaboration & Communicate

✓ With departments
✓ With other schools
✓ With your peers
✓ Within your own office

Don't aspire to become irreplaceable. If you can't be replaced, you can't be promoted.
Thank You!