

PROGRAM REVIEW
2018-2019 Program Year
PURCHASING/RISK MANAGEMENT DIVISION

PROGRAM DESCRIPTIONS AND CONDITIONS:

PURCHASING:

The Purchasing Department continues to experience increased activity and is significantly impacted by the Measure “E” fund expenditures, particularly the construction, furnishings, legal action and acquisition of instructional and non-instructional equipment such as software programs to improve District functions. The large dollar value of these expenditures has required more competitive bidding, quotes, proposals, and public works bid processing, along with non-bond fund activity (capital outlay) that occurs annually. Within the next five years, and again within the following 5-year increment, computer equipment and staffing will be closely monitored to assure we meet all processing requirements. Additionally, improvement in processing is continually reviewed in order to enjoy organization and proper distribution of the work load for staff.

ACCOUNTS PAYABLES:

The Accounts Payables operation was returned to the Fiscal Services Division in early 2018.

CONTRACT MANAGEMENT:

The Contract Management function is a critical piece of District operations. Staffing-wise, a new Director of the division is starting in the new Fiscal Year following a 3 month vacancy from January to March 2018 followed by a short term employment of the position from April to June of 2018.

INSURANCE, JPA’s, and CLAIMS MANAGEMENT:

The insurance program, JPA involvement, policy renewal and management are critical areas of District operations to protect the District against property and liability claims and workers’ compensation claims, and well as to protect faculty, staff, students and visitors.

SAFETY AND HEALTH AND WORKERS’ COMPENSATION:

The Office of Safety and Health continues to assure a safe and healthful working and learning environment. Several staff safety and health trainings are provided throughout the year as well as assuring that divisions conduct safety self-inspections on a regular and routine basis. Emergency Preparedness evaluations, planning, and training are provided to all staff through this office.

GOAL:

Institutional Strategic Initiative B – Strengthen quality educational and support services to promote student success.

PERFORMANCE INDICATORS:

During the last several years, significant improvements have been realized with the development of key performance indicators with targets established for Division Standards and High-Efficiency Goals. Examples are as follows:

A. Purchasing –

1. Purchase requisitions are processed into purchase orders within a 48 hour period with the high-efficiency goals within 24 hours.
2. The purchase of items under \$5,000 is accomplished within 36 hours with the high-efficiency goals within 24 hours.
3. Response to customer service resolution will be addressed within 48 hours with the high-efficiency goals of 24 hours.

Total Purchase Orders per fiscal year for the last 5 year period:

13/14	14/15	15/16	16/17	17/18
TBD	TBD	TBD	TBD	TBD

CUSTOMER SATISFACTION SURVEYS

Based on previous data provided by the District’s Institutional Research Department, all areas of the Purchasing and Risk Management Division customer satisfaction has averaged out during each of the previous survey periods.

FACILITIES AND EQUIPMENT

A new Ricoh copier/scanner has replaced an older model unit.

STAFFING

As stated above, current staffing levels in the Division are considered insufficient due to lack of an Emergency Management Specialist that would relieve the single handedly - operated Office of Safety and health, which includes Emergency Operations, Environmental Safety and Health, and Worker’s Compensation among many other related duties. The Division currently employs 3 Buyers and 1 Lead Purchasing Assistant that supports the 3 Buyers plus all campus customers. There has been a history of documented requests for additional support in these areas.

PLANNING

In order to maintain the level of production currently realized and with the increase in projects over the next five years, the following goals and objectives will be pursued:

- A. Support and develop effective and motivated employees – It is essential to increase employee moral, training, and communication as the work load increases with an expected stable staff. Employees are asked to increase production with increased requirements of each department within the Purchasing/Risk Management Division. Our employees are the District’s number one asset and priority to their work environment, appreciation for accomplishments, and their well being is paramount.
- B. All Division procedures are currently under review and will be updated as time permits. New procedures will also be developed and implemented for increased efficiency.
- C. The Division will incorporate flexibility into institutional structure and processes. Process improvement will continue to be stressed and integrated into planning and budgeting as well as other District-wide processes (i.e. program review, unit planning, etc.) to assure continuation of pursuit of excellence within the District.
- D. Increased training for campus-wide staff to assure thorough understanding of processes and procedures within the Purchasing/Risk Management Division. As a customer service driven division, the goal of our staff is provide our customers excellent service to provide the needs of the others, both internally and externally.

CONCLUSION

The departments of Purchasing, Contract Management, Risk Management, Safety and Health, and Workers’ Compensation are at the direction of the Director of Purchasing/Risk Management responsible to the Vice-President of Administrative Services. The increased challenges in the next five years due to increased construction projects, adoption of new software programs and practices, and the commitment to continue to engage in our institutional goals with other staff, faculty and students, has stimulated the Division staff to continue work smarter and to strive for excellence and to maintain the current excellent reputation and status of El Camino Community College District within its community.