

**PROGRAM REVIEW**  
**BUSINESS SERVICES DIVISION**

**I. OVERVIEW OF BUSINESS SERVICES DIVISION**

**PURCHASING:**

The Purchasing Department is experiencing increased activity and is significantly impacted by the Measure "E" fund expenditures, particularly the construction, furnishings, and acquisition of instructional and non-instructional equipment. 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 is more severely impacted as we move further into the Measure "E" activity. We are experiencing multiple construction and other public works projects occurring simultaneously and this requires an efficient payment process and prompt payment to contractors and vendors. With the addition of a Lead Accounting Assistant II in Accounts Payables last year, the department has realized significant leadership, organization, and competency in the processing payments and future planning.

**CONTRACT MANAGEMENT:**

The Contract Management function is a critical piece of District operations. Staffing is currently adequate and should remain so. All contracts are thoroughly reviewed to assure the requirements of the various state and other governmental codes are followed. Increased training for the Division Administrative Assistant by LACOE, the District's Third Party Administrator, and by various other sources necessary, will be provided each year.

**INSURANCE, JPA'a, 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. Staffing comprised of the Business Services Administrative Assistant and the District's Safety and Health/Workers' Compensation Technician is currently supervised by the Director of Business Services and is sufficient to provide competency and efficiency over the long term.

## **II. ANALYSIS OF INSTITUTIONAL RESEARCH DATA AND STUDENT SERVICES OUTCOMES**

### **PERFORMANCE INDICATORS:**

During the last few 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.
- B. Accounts Payables –
  1. From receipt of invoice and the merchandise received in the Warehouse, payment requests are submitted to LACOE within 36 hours to assure receipt of payment within the usual 7 working day requirement of LACOE.
  2. The creation of a daily tracking board and report assures that the number of invoices over the District policy of 30 day net is minimal.

### **CUSTOMER SATISFACTION SURVEYS**

Based on data provided by the District's Institutional Research Department, all areas of the Business Services Division customer satisfaction has significantly increased during each of the survey periods (1999, 2003, and 2007).

## **III. FACILITIES AND EQUIPMENT**

The Business Services Division is scheduled to relocate to the renovated Bookstore Building (upper level) in December 2009. This relocation will allow for improved services and communication with the Fiscal Services Division that will also move to this location. Offices for buyers and the Safety and Health/Workers' Compensation Technician will provide confidentiality and improved environment for meetings with vendors and insurance and legal representatives.

## **IV. STAFFING**

Current staffing levels in the Division are sufficient; however, consideration will be given to a possible addition to the Purchasing Department. Currently, there is one Purchasing Assistant for 2 District Buyers. With the increase in multiple construction projects and equipment acquisitions, at a minimum, a part-time position may be requested.

## **V. 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 Business Services 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 within the 2009 calendar year. New procedures will also be implemented in this timeframe as necessary.
- 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 Business Services 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.

## **VI. CONCLUSION**

In 2004, the District combined the responsibilities of Purchasing and Business Services Division with the responsibilities of Risk Management Department. The departments of Purchasing, Accounts Payable, Contract Management, Risk Management, Safety and Health, and Workers' Compensation are at the direction of the Director of Business Services responsible to the Vice-President of Administrative Services. This change has been most beneficial for the District by providing continuity of shared programs and has increased efficiency. Communication and process improvements have been realized and it is further expected to be enhanced with the anticipated move of location that will be shared with Fiscal Services. The increased challenges in the next five years due to the many construction projects, the re-location of offices, and the commitment to continue to engage in our institutional goals with other staff, faculty and students, has stimulated the Division staff to continue to strive for excellence and to maintain the current excellent reputation and status of El Camino Community College District within its community.