



**Procurement and Contract Services (PaCS)**  
Oregon State University, 644 SW 13<sup>th</sup> St, Corvallis, Oregon 97333-4238  
T 541-737-4261 | F 541-737-2170 | <http://pacs.oregonstate.edu/>

To: OSU Faculty and Staff

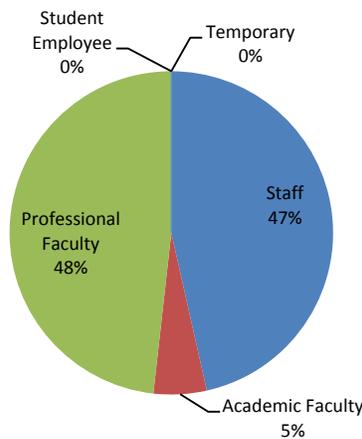
From: Kelly Kozisek, CPPO, CPPB  
Chief Procurement Officer

Date: January 28, 2013

**Subject: 2012 Customer Satisfaction Survey Results**

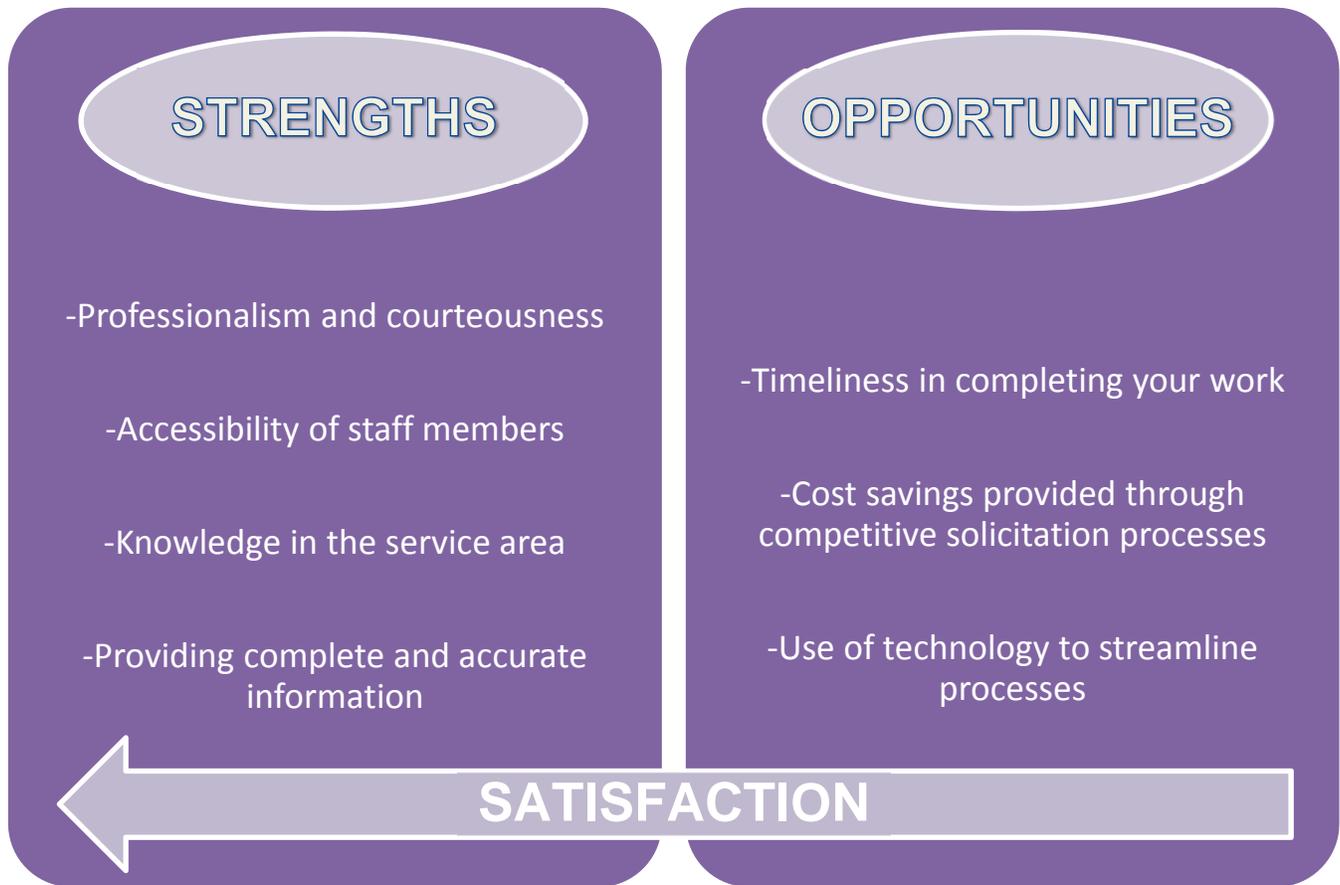
Procurement and Contract Services (PaCS) is pleased to share the results of our 2012 Customer Satisfaction Survey. We would like to thank those internal customers who engaged in providing their valuable feedback through the survey. We strive to provide leadership and value through efficient, cost effective procurement and contracting services and customer feedback is essential in helping PaCS institute positive changes that can drive us to achieve excellence through the services we provide. We are grateful to those who took the time to respond to the Customer Satisfaction Survey.

A wide variety of responses from University faculty and staff was provided and we are enthused to report that over **88% of survey respondents are satisfied** overall with the services that PaCS provides. The chart below indicates that a majority of PaCS customers who responded to the survey are Professional Faculty or Staff.



The purpose of this survey was to evaluate the quality of service provided by PaCS and utilize that information to develop and refine PaCS processes. With a varied University customer base, PaCS strives to provide excellent Procurement, Contracts and Construction Contracting services while accommodating the unique needs of all our customers. PaCS services are used by respondents over 20% on a daily or weekly basis and almost 60% on a monthly or quarterly basis. When beginning a process managed by PaCS over 60% of respondents initially contacted PaCS directly, 27% initially contacted their Business Center, 7% initially contacted their department and 6% went through other sources.

We carefully reviewed the data and comments gathered from the survey, and analyzed information about our strengths and opportunities for improvement. As a result of this analysis, PaCS has drafted strategies to initiate progress in those areas identified as opportunities for improvement. The following displays PaCS strengths and opportunities for improvement and our strategies to initiate progress.



**Strengths:**

PaCS strengths are derived from the PaCS staff who focus on collaboratively sharing resources, knowledge and skills in order to best serve customers throughout the University. Survey respondents were overall satisfied with PaCS in these key areas:

- 91% satisfied - Professionalism and courteousness
- 89% satisfied - Accessibility of staff members
- 88% satisfied - Knowledge in the service area
- 88% satisfied - Providing complete and accurate information

The survey also demonstrated that PaCS has additional strengths in areas such as promptness of returning calls or email, helpfulness in resolving problems, understanding needs, and collaboration in working with our customers.

**Opportunities:**

While PaCS demonstrated strengths in several key areas, there are opportunities for improvement in a few areas where there is a gap between expectations and performance. Those areas where respondents indicated they were not satisfied are:

- 19% not satisfied - Timeliness in completing your work
- 16% not satisfied - Cost savings provided through competitive solicitation processes
- 15% not satisfied - Use of technology to streamline processes

PaCS is committed to bridge the gap between expectations and performance. In order to do so PaCS has developed strategies to begin to improve satisfaction in these areas.

**Strategies:**

In order to address areas where some respondents were not satisfied, PaCS has analyzed the opportunity, respondents suggestions and our resources and developed strategies to begin to make progress in these areas. These strategies are identified below under each opportunity.

Timeliness in completing work:

19% of respondents were not satisfied with PaCS timeliness in completing their work. The suggestions regarding how PaCS could improve timeliness were varied for each section within PaCS. Some constructive themes within the suggestions included the following:

- Set up boiler plate contracts for simple common work services
- Set up “job order” contracts for small, routine construction, remodeling and building repair projects.
- Hire more employees so there is less wait time
- External audit of processes

PaCS has reviewed these themes and will make the following changes:

1. PaCS is in process of adding new contracts for routine purchases in the areas of computers, furniture, floor covering and will consider instituting new contracts for window coverings and casework in the future. Such contracts will facilitate cost savings and streamline ordering processes through removing the need to obtain competition for purchases over \$25,000.
2. Simple PaCS contract templates that require only routine processing will shift from areas with few resources to areas with greater resources. This will reduce the amount of processing time for more routine contracts.
3. Additional positions are under consideration as well as development of recruitment strategies to obtain qualified and experienced candidates.
4. Construction Contracts is in the process of consolidating with Facilities Design and Construction. This shift will closely align the contracting function much closer to the construction design and project management function, creating efficiencies and reducing redundancies. A new individual will be hired for management of this consolidated group. It is anticipated that process reviews will be a major part of the consolidation effort. These reviews will identify where improvements will be made and will aid in strategic planning for implementing improvements and further developing efficiency.
5. Construction Contracting has researched job order contracting and will utilize an intern to further explore implementing efficient job order contracts that will stream line the process for ordering minor trade services.
6. Construction Contracting efficiencies recently identified and in process for implementation include:

- Changing the policy that requires payment bonds for Public Works projects, raising the limit from \$25,000 to \$50,000. These projects typically represent low-risk public work activity and raising this threshold will reduce the amount time it takes to process the contracts or purchase orders. Hard dollar savings will be achieved in removing the cost of the bond.
- Amending current furniture and floor covering Price Agreements to remove the need for obtaining Certificates of Insurance for each purchase order issued off of these Price Agreements. This will streamline the procurement process by removing an administrative step and reduce the amount of time it takes to finalize a purchase.

Cost savings provided through competitive solicitation process:

16% of respondents were not satisfied with PaCS cost savings provided through competitive solicitation processes. While there were no suggestions from respondents regarding how PaCS could improve the services provided in this area, PaCS has started and will continue to research ways to measure our performance that account for both solicitation savings and other aspects of our work that add value to the University community. Currently PaCS is collaborating with the Office of General Counsel to identify innovative procurement methods for consideration in requesting updates to the procurement Oregon Administrative Rules. Additional information about this section may be requested in next year's survey to determine the reasons for dissatisfaction with this area.

Use of technology to streamline processes:

15% of respondents were not satisfied with PaCS use of technology to streamline processes. There were very few suggestions from respondents regarding PaCS use of technology to streamline processes. PaCS realizes that technology is an important tool in providing efficient and effective services to the University community and has allocated resources to research and analyze existing technologies to enhance PaCS services. As such, PaCS has or will make the following changes in order to begin addressing this issue:

1. PaCS has developed an online plans center for construction contracting vendors to be able to download free plans. Further developments that may improve timeliness and accessibility are being considered at this time
2. PaCS is developing an automated contract renewal notification system that will send an email notification to department contacts of impending contract expiration.
3. PaCS has begun to research eProcurement solutions that would be able to manage the procurement to pay cycle as well as contract management.

Again, we appreciate the efforts of those who participated in our PaCS Customer Satisfaction Survey. If you have additional feedback, please don't hesitate to contact me directly. We look forward to continuing our efforts in quality assessment and re-evaluate our services in the near future and continue to depend on customer feedback to assist in this endeavor.