

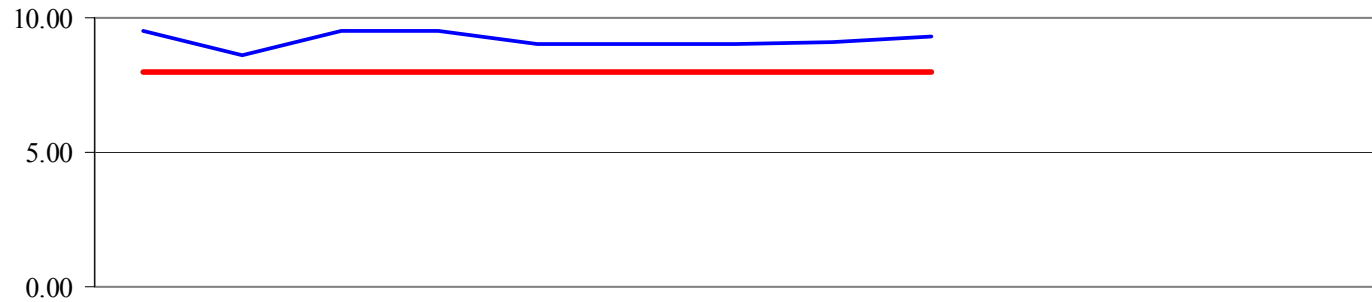




**PURCHASING CUSTOMER SATISFACTION ANNUAL MONTHLY AVERAGE ANALYSIS OF  
CUSTOMER SERVICE (P103) (Internal)**

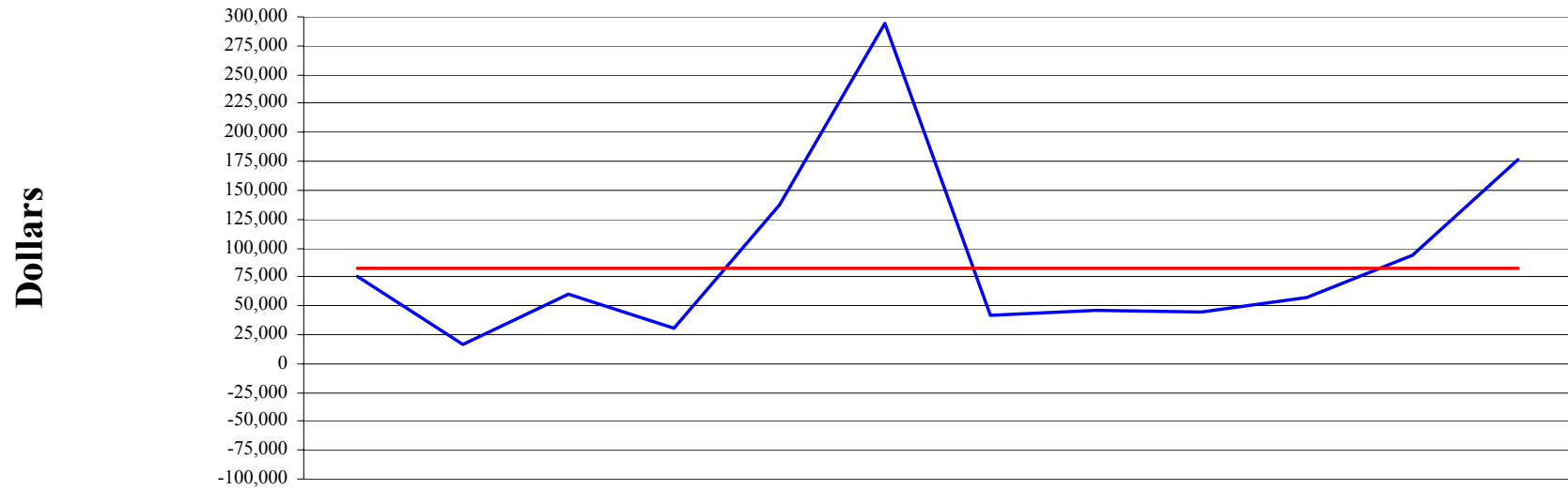
**Goal: To elevate "customer service" to world class standards**

**Objective: To monitor/continously improve customer service**



	Dec-99	Jan-00	Feb-00	Mar-00	Apr-00	May-00	Jun-00	Jul-00	Aug-00	Sep-00	Oct-00	Nov-00	Dec-00
PO's < \$1,499.99	9.00	8.00	9.44	9.60	9.00	9.56	9.00	9.00	9.00				
PO's/Quotes \$1,500 - 24,999.99	10.00	9.75	9.20	9.00	8.00	8.46	0	10.00	9.50				
PO's/Bids/Board Items \$25,000 +	0	8.0	10.0	10.0	10.0	10.0	0	8.33	9.5				
<span style="color: blue;">—</span> Total Monthly Average	9.50	8.58	9.55	9.53	9.00	9.00	9	9.11	9.34				
<span style="color: red;">—</span> Target	8	8	8	8	8	8	8	8.00	8.00				
% Missing Target	0	0	0	0	0	0	0	0	0.00				

**FCCJ MONTHLY PURCHASING SAVING(S) (P105) (Internal)**  
**Goal: To enhance institutional performance and accountability**  
**Objective: To monitor/improve cost savings to maximize total value**  
**(Target: \$83,000)**

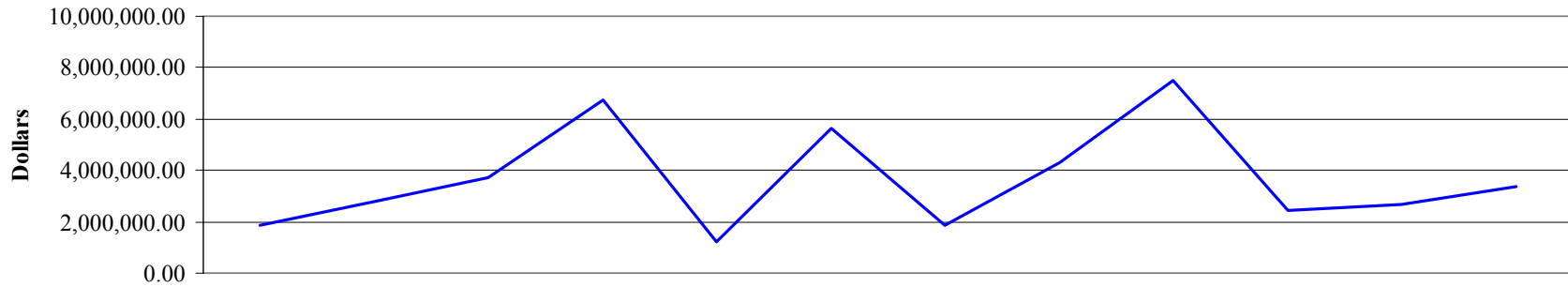


	Jul-00	Aug-00	Sep-00	Oct-00	Nov-00	Dec-00	Jan-01	Feb-01	Mar-01	Apr-01	May-01	Jun-01
PO < \$750	\$2,973	\$6,204	\$6,919	\$8,243	\$7,620	\$5,262	\$3,396	\$7,466	\$7,451	\$9,521	\$15,101	\$4,684
PO \$750 - \$1,499.99	\$14	\$5,001	\$6,284	\$3,908	\$2,242	\$1,417	\$1,274	\$12,324	\$2,637	\$9,572	\$2,754	\$3,984
PO \$1,500 - 24,999.99	\$39,175	\$2,904	\$15,991	\$15,834	\$13,094	\$6,560	\$14,072	\$23,584	\$14,938	\$30,015	\$64,672	\$82,005
PO \$25,000	\$32,595	\$1,913	\$30,753	\$2,635	\$114,120	\$281,574	\$23,607	\$1,900	\$19,743	\$8,285	\$11,186	\$85,223
— Monthly Total	\$74,757	\$16,022	\$59,947	\$30,620	\$137,076	\$294,813	\$42,349	\$45,274	\$44,769	\$57,393	\$93,713	\$175,896
— Monthly Target	\$83,000	\$83,000	\$83,000	\$83,000	\$83,000	\$83,000	\$83,000	\$83,000	\$83,000	\$83,000	\$83,000	\$83,001
Monthly +/- to Target	-\$8,243	-\$66,978	-\$23,053	-\$52,380	\$54,076	\$211,813	-\$40,651	-\$37,726	-\$38,231	-\$25,607	\$10,713	\$92,895

**PURCHASE ORDERS MONTHLY VOLUME (\$ AND QTY.) AND DOLLARS IN VOLUME (P107) (Internal)**

**Goal: To enhance institutional performances and accountability**

**Objective: To monitor volume/orders issued to balance workload**



	Jul-00	Aug-00	Sep-00	Oct-00	Nov-00	Dec-00	Jan-01	Feb-01	Mar-01	Apr-01	May-01	Jun-01
PO Count	466	747	587	513	433	422	427	528	492	600	708	502
PO Amount	1,875,860	2,778,323	3,704,076	6,752,809	1,209,407	5,643,782	1,876,411	4,322,904	7,523,475	2,462,500	2,649,049	3,346,520
YTD \$K	1,875,860	4,654,183	8,358,259	15,111,068	16,320,475	21,964,257	23,840,668	28,163,572	35,687,047	38,149,547	40,798,596	44,145,116

Comparative Process Measurement of Number of D.R's Used Monthly by Campus (Purch 108)

			Jul-00	Aug-00	Sep-00	Oct-00	Nov-00	Dec-00	Jan-01	Feb-01	Mar-01	Apr-01	May-01	Jun-01	YTD
Campus	Dist Code														
MCCS	0000	Qty												384	384
MCCS	0000	\$												1,623,676	1,623,676
DTC	1000	Qty	127	278	260	236	176	141	239	246	168	255	374	191	2,691
DTC	1000	\$	80,384	135,798	157,222	167,911	103,589	22,007	196,812	107,808	75,503	88,100	231,957	94,065	1,461,156
Kent	2000	Qty	42	91	66	118	81	74	90	96	101	129	146	95	1,129
Kent	2000	\$	10,922	14,096	15,653	35,037	28,668	34,798	40,080	46,165	39,479	72,891	46,470	26,219	410,478
North	3000	Qty	150	174	152	208	187	171	185	188	139	188	181	180	2,103
North	3000	\$	57,335	40,803	69,982	47,024	37,830	33,091	45,527	46,936	48,709	59,120	43,890	147,509	677,756
South	4000	Qty	118	115	112	168	116	83	124	125	127	161	182	33	1,464
South	4000	\$	35,416	40,093	21,314	41,945	22,996	31,854	25,995	40,961	27,842	61,997	38,404	47,787	436,604
Open	5000	Qty	51	109	100	99	139	76	140	136	63	89	114	139	1,255
Open	5000	\$	11,182	166,486	79,985	57,276	86,200	48,828	205,185	141,276	65,486	66,178	129,851	143,874	1,201,807
DWC	6000	Qty	0	0	0	0	0	0	0	6	31	31	50	24	142
DWC	6000	\$	0	0	0	0	0	0	0	4,943	11,876	8,600	19,425	14,665	59,509
Stud Act	9100	Qty	0	0	0	0	0	0	0						0
Stud Act	9100	\$	0	0	0	0	0	0	0						0
Athletics	9200	Qty	5	9	24	55	32	45	17	21	16	18	41	21	304
Athletics	9200	\$	497	6,761	15,075	15,494	18,194	28,413	8,744	6,146	5,681	14,986	20,433	9,306	149,730
Misc	9300	Qty	0	0	0	0	0	0	0	0					0
Misc	9300	\$	0	0	0	0	0	0	0	0					0
DR Total		Qty	493	776	714	884	731	590	795	818	645	871	1,088	1067	9,472
DR Total		\$	195,736	404,037	359,231	364,687	297,477	198,991	522,343	394,235	274,576	371,872	530,430	2,107,101	6,020,716

