

**PURCHASING/AUXILIARY
PROCESS TEAM
MEETING**

JULY 15, 1999

Attendees:

Larry Snell, Process Owner
Cay Gasque, Kent Campus
Cathy Horn, South Campus
Bill Emmerich, Downtown Campus
Steve Park, North Campus
Jim Maroldo, Open Campus
Tim Bloodworth, Resource
Gary Glisson, Resource
Kem Siddons, Information Technology

- Mr. Snell welcomed the Purchasing Process Team (PPT) members and noted it was the intent of the PPT to combine its meeting with the Auxiliary Process Team to be referred to in the future as the Purchasing/Auxiliary Process Team "PAPT".
- Mr. Snell distributed to PAPT members copies of the last Purchasing Process Team April 12, 1999 meeting minutes and Auxiliary Process Team January 19, 1999 meeting minutes for review.
- PAPT members reviewed existing process measurements to determine if any had served their purpose of gathering baseline data and were no longer required, or whether they should be continued for FY 99/00. Listed below were the committees decisions:
 - (PO101) (Discontinue*) Purchasing Backlog (ORION requisitions not yet PO's)
 - (PO102) (Discontinue*) Process time to issue PO's <\$1,000
 - (PO102) (Discontinue*) Process time to issue PO's \$1,000 - \$14,999
 - (PO102) (Continue) Process time to issue PO's > \$15,000
 - (PO102) (Discontinue*) Process time to issue "Emergency" PO's
 - (PO103) (Internal**) Customer Service Survey (PO's <\$1,000)
 - (PO103) (Internal**) Customer Service Survey (PO's \$1,000 - \$14,999)
 - (PO103) (Internal**) Customer Service Survey (PO's \$15,000 +)
 - (PO104) (Discontinue*) Qty of Facilities/Finance Board Agendas
 - (PO105/
106) (Internal**) Purchasing Savings (\$ + %)
 - (PO107) (Internal**) PO volume (qty of PO's/volume of PO \$)
 - (PO108) (Discontinue*) MBE awards non-construction

- (PO109) (Discontinue*) MBE awards construction
- (PO110) (Continue) MBE awards overall
- (PO111) (Continue) Volume of PO's issued (by campus)(BO/PO)
- (PO112) (Continue) Volume of Disbursement Request issued by campus
- (PO113) (Internal**) Customer Service Survey (Formal bids/RFP)
- (PO114) (Discontinue*) Department req. quality

CENTRAL STORES/MAIL:

- (CS101) (Continue) CStores process time
- (CS102) (Continue) CStores monthly % orders shipped
- (CS103) (Internal) CStores inventory accuracy
- (CS104) (Continue***) CStores customer service survey
- (CS104) (Discontinue*) CStores savings
- (CM101) (Discontinue*) CMail savings
- (CM102) (Continue****) CMail customer service survey (1st class)
- (CM102) (Continue****) CMail customer service survey (bulk)

AUXILIARY:

- (A101) (Continue) Customer service survey mystery shopper (bookstore)
- (A102) (Continue) Customer service survey mystery shopper (bookstore faculty)
- (A103) (Continue) Customer service survey mystery shopper (Food Service/Vending)
- (A104) (Continue) Customer service survey mystery shopper (Childcare)
- (A105) (Continue) Gross Sales/Rent
- (A106) (Continue) Child care enrollment
- (A107) (Discontinue) Vending response time

* = Baseline results within process limits, measurement no longer needed.

** = Collect data, (publish internal "Purchasing" only)

*** = Mr. Bloodworth will re-evaluate process measurement CS104 CStores customer service survey to add a key as to the scale range of scores (i.e. 1-10) and definition what each means as well as re publish FY 98/99 with a consistent scale.

**** = Mr. Bloodworth will meet with campus mail and central mail staff to develop a collegewide mail survey document and rewrite measurement CM 102 to be a collegewide measurement not a CMail measurement.

- Each DAS was asked to work with Ms. Maria Butts and Ken Norton in marketing to finalize copy for our Auxiliary Customer Service Survey post card. They need to know each campus return address for the survey postage paid post cards including your title and room number as well as the quantity of post cards each DAS desires printed at MCCS.
- Each DAS to then distribute these bookstore/childcare/food service survey cards on campus (i.e., on counter of bookstore, childcare, etc.) as well as implement on your campus a location students can return them to you (not to Follett, Chappell etc) so as to minimize postage.
- It was discussed and decided that each buyer would assure all purchase orders will for now on include in the first four words of the PO line item a generic description: (example: Monitor, Sony 17" model # xxxx, serial # zxtfd). The reason for this in many instances our PO descriptions can not be understood by Receiving or Accounts Payable. They both see only the first four words on their screens in ORION and have to select each line item one at a time to display the full description. Regina O'Hara in ORION training will work with our end users to strive to have them also include this in their on-line department requisitions.
- On "ANY" future requisition purchasing receives where the department requisition ship to location is to a NON-FCCJ owned facility (i.e., NAS Jax, Cecil, Mayport, CSX, Duval County School Board, etc) purchasing is to:
 - a. Not issue the PO
 - b. Confirm which campus the end user is located on and call that campus Director of Admin Service (DAS). If they are not at their desk send the end user and DAS immediately an email such as Steve: Today purchasing received ORION Purchase requisition # xyz which states to ship 10 widgets to Montgomery Prison. Please talk to Ms. Jane Doe at ext xyz who entered the purchase requisition and respond by PROFS as to whether you direct us to change the requisition so as to have the PO state to either ship to your campus receiving department to be received on line and or bar coded and then shipped to Montgomery prison or to have a statement on the PO that says to call your receiving clerk 72 hours prior to delivery to schedule an exact appointment to meet the truck at the prison to off load it, or ship to CStores, with Mr. Bloodworth's concurrence.
- From time to time Purchasing issued PO's that has a qty of (1 lot) or (1 each) or (1 bundle) for things like modular furniture etc. When Purchasing does this it is nearly impossible to properly bar code the items bought. For example: when a PO is issued to Pride for modular furniture with a 1 each and \$18,000 unit price, Lina Sapin and staff would be lead to believe the item must use a GLC code of 7101-7110 which requires a bar code. But if the buyer knows that NO SINGLE COMPONENT is worth >\$750 purchasing is to add a buyer note to the PO's first line item (not header) that says.... "Receiving, Please be aware NO SINGLE

component purchase cost exceeds \$750.00 and as such no bar codes are required for this PO”, as receiving nor Lina has a copy of the quotation/back up attachment. If the PO has only one panel costing \$900.00 then the buyer will have the PO list that one as a separate line item. In the case that we get an ORION purchase requisition that has a GLC of 7101-7110 and bid comes in costing <\$750.00 or the individual components cost <\$750.00 the buyer will go and see Lina Sapin to confirm that the Purchase requisition should be sent back to the end user asking them to change the GLC to a NON bar code GLC such as 75xx. When we send the req back the buyer will also send an email to the end user (filing a copy of the email) advising them that it was sent back and what THEY need to do as to changing the GLC of item #x from 71xx to 75xx as appropriate.

- The PAPT reviewed and agreed to have Mr. Snell, Ms. Gasque, Mr. Glisson, Ms. Catherine Komack and Ms. Michele Bowles serve as a PAPT procurement card sub committee to focus on developing a recommendation to the cabinet, Board Rule APA agenda item, APM procedure changes recommendation(s), individual agreements, and a detailed implementation plan. The sub-committee goal is to start a pilot January 1, 2000 with full implementation by July 1, 2000, and will bring recommendations to the full PAPT as appropriate. Mr. Jim Maroldo offered to obtain another College’s procurement card procedures for our review.
- Mr. Snell noted another PAPT subcommittee was required to develop a request for proposal to procure a new CStores inventory management system, as our 20 year old system has been confirmed is not Y2K compatible. The PAPT appointed Mr. Snell, Mr. Bloodworth, Mr. Attaway, Mr. Kikuchi to serve as the committee who will report back to the PAPT its progress.
- Mr. Bloodworth noted CMail efforts to work with the US Post Office to improve the efficiency of US Mail coming to FCCJ. The Post Office offered FCCJ to assign unique department zip plus four (4) numbers to departments with high volume of incoming mail. This would provide our mail center clerks mail already pre-sorted to that zip plus four number. Mr. Bloodworth has already hosted a MCCS mail meeting and implemented this at MCCS. Each department at MCCS would need to educate those businesses sending mail to use our new department’s zip plus four number. Ms. Gasque asked Mr. Bloodworth to implement the same for each campus Learning Resource Center (LRC) as they have the bulk of incoming mail on campus. Mr. Bloodworth will contact at each campus LRC the following staff to implement as soon as possible this outstanding/efficient process.

South: Dr. Judith Johnson
Kent: Ms. Michelle Apps
Downtown: Dr. Gwen Chandler Thompson
North: Mr. Harry Hodges

Mr. Bloodworth noted the Colleges use of this service is only offered for high volume departments due to US Postal service minimums.

- Mr. Emmerich noted the Business Office (BAO) Process Team at their meeting that morning had a need to re-engineer the book check, book/voucher process in use today at FCCJ with Follett. Mr. Snell noted the Auxiliary Process Team had invited the last Follett Regional Manager Ms. Kathy Waldner in December 1998 to discuss this. Mr. Snell suggested Mr. Emmerich advise the BAO process team that Mr. Snell and David Gomez (new Follett Regional Manager) would like to be invited to their next meeting to explore opportunities to improve the process.
- The meeting was adjourned at 2:10 p.m.
- The next meeting of the PAPT will be August 17, 1999 at 1:00 p.m. in room 462 of MCCS.

cc: S. Bowers
Purchasing Staff
C. Komarek
M. Bowles
L. Sapin
D. Pike