Overview
The Purchasing Continuous Improvement and Support Team will be responsible for developing and implementing improvement strategies for purchasing end-to-end processes. The Core Team will help implement best practices, provide guidance and serve as subject matter experts on improvement strategies developed. The team will also act as liaison within their areas of expertise and call in resources when areas of expertise are not sufficient, communicating issues as they arise, assisting with work sessions and problem resolution when required.

Goals
- Document as-is business process, continuous improvement and support of purchasing process.
- Document roles for Procurement, Business Office Staff & Accounts Payable.
- Implement changes to improve purchasing processes, for example but not limited to:
  - Auto receipt of order greater than $250
  - Changes in processes for approval, receipts, etc.
  - Use of credit card versus purchase order versus direct pays
- Make SME’s a point of contact and/or resource for staff
  - Participate in open lab work sessions to assist Business Office staff needing help.
- Make more robust use of B@P News to make sure that the correct tools are developed for end users.
- Ensure that QRC’s are appropriate and clearly document the processes that need to be completed.
- Develop a set of metrics to measure the results of group
- Develop a set of best practices and expectations for managing exceptions and receipt of goods.

Core Team Responsibilities
Core Team membership is based on a leadership or expert role in each of several areas: Procurement Services, Business Office staff, Accounts Payable, Physical Facilities Stores and Business Process Training and Communication. A variety of individuals from each of these areas will participate in this group in order to gather a broad understanding and guidance. Other staff may be asked to attend meetings or fill a rotating role as deemed necessary.

The expectation of the Core Team membership is that they will agree to term duration of up to 2 years. The Core Team members are expected to: be willing to collaborate with other members of the team by participating in testing of new systems or improvement to systems; provide
recommendations for continuous improvement of purchasing processes by evaluating the process and providing feedback; focus on customer valued quality service to ensure that we are meeting the needs of our customers.

Core Team:

- Accounts Payable
  - Accounts Payable Administrator
  - Account Payable Team Member
- Business Office
  - Representative from each of the Five Clusters
  - Physical Facilities
  - Regional Campus
- Procurement Services
  - Procurement Systems, Data and Business Process Support
  - Sourcing
  - Catalog Sourcing
  - Supplier
  - Contracting
- Physical Facilities Stores
- IT Supply Team Liaison
- Business Process, Training and Communication

Meetings

Team members will attend recurring monthly one-hour meetings. These meetings can be more frequent as the need arises or canceled when desirable. In addition, team members will attend quarterly meetings with SME’s.