

DAS PROCUREMENT STRATEGIC BUSINESS PLAN 2020

VISION

Innovation in Public Procurement Today and Tomorrow

MISSION

Deliver value-added procurement programs and services by creating efficiencies, introducing smart technologies, acting with integrity, and providing collaboration and strategic leadership

VALUES

- **Integrity:** Maintain at all times, the highest ethical standards that demonstrate trust, honesty and transparency
- **Accountability:** Take responsibility to competently deliver our programs and services
- **Professionalism:** Act respectfully; dedicated and committed to excellence!
- **Teamwork:** Collaborate, communicate openly and honestly, and value the diversity of others.

GOALS

1. **Continuously improve customer service.**
2. **Foster and sustain a strong work environment, strong staff performance, and be accountable.**
3. **Continuously improve business processes.**
4. **Strategically align our resources to meet business needs.**

GOAL 1: CONTINUOUSLY IMPROVE CUSTOMER SERVICE

SMART OBJECTIVES	Statement of Purpose
1.1 Refresh current customer satisfaction survey to achieve an overall average of 4 (on a 5-point scale) for all procurement programs.	To measure customer satisfaction of all DAS/Procurement Programs.
1.2 Develop effective customer advisory groups for each program that meet at least once per year	To increase customer engagement and ensure their needs are being met through our programs
1.3 Establish meaningful training events for DAS/Procurement Customer and Vendor Base	To educate customers/vendors on Procurement Programs.
1.4 Increase the level of municipal/nonprofit organization participation with our various procurement program services 10% each year.	To extend DAS/Procurement Program services to municipalities and nonprofit organizations.
1.5 Improve customer service delivery through process improvements, innovations and/or technology.	To improve processes and/or technologies that enhance services delivered to our customers.

GOAL 2: FOSTER AND SUSTAIN A STRONG WORK ENVIRONMENT, STRONG STAFF PERFORMANCE AND BE ACCOUNTABLE

SMART OBJECTIVES	Statement of Purpose
2.1 Promote and coordinate professional development where at least 80% of staff will participate in a personal training event, conference, or skills seminar each year.	To assist staff in increasing specific job skills, knowledge, and performance.
2.2 Develop an employee recognition program within the department that will be addressed bi-annually.	To recognize outstanding performance

GOAL 3: CONTINUOUSLY IMPROVE BUSINESS PROCESSES

SMART OBJECTIVES	Statement of Purpose
3.1 Implement new e-sourcing solution.	Replace Biznet/State Contracting Portal
3.2 Implement a strategy to assess the viability of cooperative procurement participation.	To ensure participation in cooperative contracting is the smart decision and direction in our contracting approach
3.3 Enhance and updated the Connecticut Environmental/Sustainable Purchasing Program (EPP) to current standards, updated language, policies and procedures.	Ensure the State remains focused on Responsible Purchasing
3.4 Achieve savings and/or increase revenues each year by 10%.	To demonstrate the value that DAS Procurement Programs and Services contributes to improve the State's economic challenges.

GOAL 4: STRATEGICALLY ALIGN OUR RESOURCES TO MEET BUSINESS NEEDS

SMART OBJECTIVES	Statement of Purpose
4.1 Staff will be appropriately aligned.	To support the right skill set with the right complexity of work.
4.2 Implement succession plan with appropriate staffing levels to support business operations.	To plan for future business needs while staff vacate positions (retirement, attrition, etc.)