Spring 2006

Spring Is Here and so is our Link Newsletter #5.
This is one of our most popular editions as it contains much needed information about the coming end of the fiscal year. Please peruse at your leisure taking note of the end of year guidelines so you can plan accordingly.

The last few months have had us doing many things outside of our normal job responsibilities. The whole Procurement Services Group (which includes logistics) has various members on several teams. We also worked busily to prepare for the Ohio Award of Excellence site visit that took place in March. The site visit yielded FBS a Tier II award which is a Commitment to Excellence. Congratulations to the whole division!

Many of us have been active members of PDCA (Plan, Do, Check, Act) teams as well. PDCA teams are designed to look at continuous improvement in designated processes and/or systems. One of the PDCA teams included members: (but was not limited to) Jeff Sako, Jerry Parker, and John Sowerowski. Their goal was to look at material tracking capabilities and options so that Cuyahoga Community College could continue to increase the efficiency of the mail distribution process. Further details are enclosed in this Link edition as this PDCA team wraps up.

In the midst of these activities the group also had a retreat which focused on "how to deal with change" which gave everyone insight into how change affects us personally, professionally and as an entire organization.

We hope you enjoy this edition of The Link and find its information useful yet fun and uplifting. Have a great Spring.

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Procurement Welcomes Martha Davidson to Tri-C
Please join us in welcoming Martha Davidson who recently joined Procurement Services as Supply Chain Specialist and Small Business Enterprise coordinator. Martha is a Certified Purchasing Manager with a MBA and over twenty-five years of purchasing, logistics, and small business management experience in plant operating, distribution, and manufacturing environments. And, she brings a wealth of experience in negotiation, supply chain management, and quality improvement programs. Martha is also a member of our adjunct faculty team where she teaches purchasing and other business and marketing courses. She is very excited about becoming a member of Tri-C's procurement team.

Logistics Welcomes Mychal Manson to Tri-C
Please join us in welcoming Mychal Manson to our Logistics department. Mychal was recently hired as the College driver for our inter-campus delivery route. Mychal brings years of driving and courier experience to the position and comes highly recommended from his past employer and customers. Mychal has been instrumental in the success of our material handling pilot project, offering valuable insights into best practices in delivery processes. With Mychal’s experience added, the Logistics department now has over one hundred and thirty years of combined experience in their field.

Material Handling Project Pilot Returning Excellent Results
As part of FBS’ PDCA (Plan, Do, Check, Act) process, Logistics staff members along with Reprographics and Book Center staff conducted a pilot aimed at increasing customer confidence in the CCC inter-campus delivery system. Process improvements have been made which streamline and ensure a dependable inter-site transfer system for CCC customers. The material handling improvement project was implemented in response to customer requests heard in the recent FBS support services customer satisfaction survey for a reliable inter-campus materials transfer system.

Improvements include newly designed shipping documents, signatures at each package “hand-off”, color coded visual cues for “in process” packages and key performance indicators (KPI’s) to determine system performance. Process KPI’s examine numbers of shipments, reliability, timeliness and dollars spent on outside couriers for inter-campus deliveries.

As part of the material handling pilot program, approximately 270 shipments were both accepted and successfully delivered in the month of March via inter-campus mail. Outside courier usage for items sent between sites was also down dramatically when compared to March 2005. Complete roll out of the program is scheduled to occur in April. Included in the roll out will be published delivery standards for delivery of materials between sites, “same day” mail boxes at each campus and further information explaining the program.

Crazy Hat Day
To celebrate all of the hard work that has been put in over the last few months, Accounting and Procurement got together to celebrate. It was denoted as Crazy Hat Day and as you can see it was a success. Thanks to all for participating.
Procurement Balanced Scorecard

Below you will see the Procurement Department’s scorecard. This scorecard is designed to mirror the FBS scorecard which shows performance against strategic plan action items while ours shows performance against departmental goals. At a glance you can tell how well we are doing on each of the items just by the color noted. Each color corresponds with a particular performance result with red being a serious concern and blues being optimal. As results are determined each month they are plotted on the scorecard according to the previously determined color code. The ideal is to have only greens (on target) or blues (stretch goals) on the card but having the yellows and reds enables us as a department to see the areas requiring improvement. It allows us to institute corrective action and turn results around more quickly so that our customers ultimately receive the best experience possible.

The TBDs noted are “To be determined” since these are projects that are just getting to a stage now where expected results can be identified. They will more formally appear in the FY07 scorecard but getting the project teams organized and the metrics formalized was the goal for FY06 and this will be achieved.

To see the most current results, please see the attached link then click on the most current month’s folder.

K:\Finance & Business Services (FBS)\BEST\Data Books\Business Services\Procurement

### Procurement Balanced Score Card

<table>
<thead>
<tr>
<th>Key Measures</th>
<th>Objective</th>
<th>Current Performance</th>
<th>Target</th>
<th>Stretch</th>
<th>Goal</th>
<th>Moderate</th>
<th>Risk</th>
<th>Last year’s Results</th>
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CFG Is Coming To You

The Procurement Department has had Customer Focus Groups (CFG) for several years now. The feedback that has been received through these meetings has been phenomenal. In an effort (as always) towards continuous improvement, we are going to be bringing our customer focus group on the road to ease your travel time.

Every three-four months, we will be coming to a main campus location and visiting with a group of our higher users in relation PCard activity, Eway, and requisition entry. We will continue to invite our core customer focus group on these visits as well. This means once a year our Procurement Department will be coming to your location to hear your feedback, provide updates, and give information.

Our first “on the road” site visit will be at the Western Campus on Friday, April 28 with Eastern Campus following in the month of August. We always try and time our CFG meetings to coincide with our newsletter so we can try and incorporate your ideas into The Link.

If you are interested in joining our core group or just want to make sure that you are invited when the CFG comes to your area, please let us know at bonnie.sams@tri-c.edu
Fiscal Year End Guidelines

Below are the dates that should be used as guidelines to getting your procurement funds through the system for FY06. On Sealed Bids for Works of Improvement over 50K, we recommend you send over your request by 5/19/06 as there is a 5-6 week processing time associated with these high dollar bids. We will be glad to assist if you need help in accomplishing this tight time frame. Competitive Bids for Goods or Services over 15K should be in to us by 6/9/06 so as to allow complete review, ad announcement and requisition processing which can take 2-3 weeks.

1. Requisitions:
   Procurement will guarantee that we will process any FY06 req received by end of Thursday 6/29. We will try our best to process FY06 reqs received after that date, but cannot guarantee it since we have to allow time to follow-up on reqs that are incomplete, quotes that are missing, etc. In order to allow for all Banner approvals to take place it is strongly suggested that requisitions are entered no later than Wednesday 6/21 since Procurement cannot access requisitions that are still going through the approval process. As many of you know, we have begun a series of training courses for our key users to help aid you in the procurement processes(es). Please watch for training dates.

   PLEASE NOTE: Beginning on 6/26, you may enter requisitions against your FY07 budget. This will allow for the uninterrupted flow of goods and services to the College. To do this you MUST OVERRIDE the transaction date and enter 01-JUL-2006 or later. If you have questions or concerns regarding the year end processing of requisitions, please contact a member of the buying staff: Rob Ruppe 4719, Don Gasler 4715, Martha Davidson 4722 or Bonnie Sams 4706.

2. P-Cards
   Please use your P-Cards for any unrestricted materials and services for <$1000 (see Procurement website for restrictions). Items posted to your P-Card by 7/11/06 with transaction dates through 6/30/06 will hit your FY06 budget (transactions posted through 6/29 will hit the FY06 budget during the first accounting closing, while 6/30 transactions will hit the FY06 budget in the second accounting closing.). Transactions dated 7/1/06 and later will be charged to your FY07 budget. Questions regarding P-Card usage should be directed to Jennifer Nycz ext 4781. Please note that not all transactions post to your P-Card on the day of purchase, so, if the purchase must go against the FY06 budget, you should not wait until the end of the month to make the purchase. In order to guarantee the processing of accounting distribution changes for P-Card items, Cardholder Statement of Accounts for FY06, including June, must be received in Accounting no later than the close of business on 7/10/06. FY06 distribution changes received during FY07 processing periods may be discarded.

3. E-Procurement:
   Please feel free to use the Corporate Express Eway.com site for office supplies. Transactions shipped through 6/30/06 will be charged to your FY06 budget, while those shipped 7/1/06 and later will be charged to FY07. Please be sure to consider order processing time and shipping time when placing your order; to ensure that items are charged to the FY06 budget, we recommend placing orders no later than 6/27/06 so that they can be shipped by 6/30. If you have questions regarding Corporate Express, please contact Don Gasler 4715.

4. Requests to Close PO’s
   As this is year end rush, please only call to make these requests if dollars are truly needed. The cutoff date is 6/23/06 so the funds can be available for another FY06 requisition. Please do not call to close FY06 PO’s after 6/28/06, as those funds will not be available for use. Also, as previously noted, we highly recommend you get all requisitions entered no later than 6/21 to ensure completion of the approval process. We will work continuously hard to ensure there is NO interruption of service but please use the 21st as a guideline since we have no control over the approval process and this sometimes adds days which could be a critical factor at year end time.

5. BCR’s
   The Budget Change Request (BCR) cutoff for transferring Fiscal Year 2006 budgetary funds is Friday, June 30, 2006. Please bear in mind that a BCR processed by June 30 must also be approved by that date in order for the BCR to transact against the FY06 budget. If you are transferring funds to be used to support a purchase requisition, you should plan to do so in sufficient time to allow the BCR to be approved and post so that the req can be completed before the purchase req cutoff date of June 29, 2006 (see above). Budget Change Requests which cannot be input directly to BANNER by departments due to org/fund access must be submitted to the Office of Systems, Budget & Management Support by close of business Tuesday, June 27. The Office of Systems, Budget & Management Support cannot guarantee that BCRs received after this date will be able to be processed against the Fiscal Year 2006 budget. Questions regarding the processing of Budget Change Requests should be directed to the Office of Systems, Budget & Management Support at extension 4759 or extension 4751.

6. Invoices/check requests
   Invoices and check requests for FY06 must be received in Accounts Payable ASAP, but no later than the close of business on 7/7/06 in order to guarantee processing.

7. Expense Inquiry Correction Requests
   In order to guarantee processing, correction/inquiry/transfer requests need to be submitted on approved Expense Inquiry Correction Forms in a timely manner. FY06 activity through 5/31/06 must be received in Accounting by close of business on 6/30/06; requests for June activity must be received in Accounting ASAP, but no later than noon on 7/13/06. FY06 requests received during FY07 processing periods may be discarded.
What Rolls and What Doesn’t

What Rolls:
Current year Purchase orders with a balance of $50 or more will roll to the next fiscal year unless the department has notified Procurement by 6/23 that the PO should be cancelled. The balances in these purchase orders can only be used to pay the designated supplier for the goods or services stated in the order.

If the Supplier is unable to provide the goods or services after the PO balance has rolled to the new fiscal year, the department can notify Procurement to cancel the PO and contract a new supplier to provide the same goods or services. Using these prior year dollars will require that the department contact the Office of System, Budget and Management Support (Carole Cox at ext 4751 or Judy Lucas at ext 4759) to make the necessary temporary adjustments to your budget.

What Does Not Roll:
Blanket orders automatically close at the end of the fiscal year. Invoices for goods or services dated June 30th will be paid against the blanket order.

Prior year Purchase Orders that rolled to the current fiscal year (‘05s) will not roll to the new fiscal year ‘07. Balances can only roll one year.

POs With Balances Under $50 To Be Closed
Beginning in June, Procurement will be actively seeking to close purchase orders hanging out in Banner with less than $50.00.

If you know of a particular order that SHOULD not be closed please contact Bonnie Sams by email. Cleaning up and closing orders with balances from 0.00 to $49.99 helps speed up the fiscal year close process and enables Banner to run more efficiently.

New Contract Templates Are Here
A College-wide email was sent announcing new contract templates. Please note the routing forms will no longer be needed. Required signatures will occur when the requisition is done reflecting the terms of the contract. Banner will automatically route the requisition to the appropriate signature level.

For Professional Services Agreements, please note that scopes of work are written on separate documents to allow for additions and modifications (note #2 in the professional services agreement template). The additional scopes of work need to be done within the certain time frame noted on the master professional service agreement in order to qualify, otherwise a new professional services agreement will have to be completed.

Requisition number and budget information lines have been added since the mass email went out. The current forms can be found in several places including: the K-drive under K:\Finance & Business Services (FBS)\Business Services\Procurement\FORMS.

If you or your staff would like to receive some training on these documents or would like a visit from one of our buyers please call Bonnie Sams at 987-4706 so it can be arranged.
Eway Training
In February, Corporate Express and your Procurement Department conducted Eway training. The training focused on how you can better utilize the Eway website. Training emphasized new features and ways to quicken your experience and make it more efficient.

To date, 153 users have been trained. There are still 93 people who still need training. Lori Silvestro, from Corporate Express, is functioning as an on-campus dedicated representative to Tri-C. She is in the process of contacting everyone who has missed training to set up a time to come to their office for about an hour to do the training. If you haven’t had your Eway training yet, please contact Lori at (216) 214-4164.

P.S. Lori will be out for a short time over the summer having her baby. During her absence, Nancy Miller will be her replacement. Nancy can be reached at 1-800-332-2671 ext. 3017.

FastPark Airport Parking Reduced Rate Holding
As detailed in the last issue of The Link, Cuyahoga Community College has negotiated with FastPark for parking rates. The rate is $8 a day but for an unspecified time frame the rate will be only $7.00 per day! So please sign up now at www.airportfastpark.com.

As stated previously some of FastPark’s amenities include covered parking garages, shuttles, express checkouts and free parking days when the service is used for seven days. Going for a short time only? No need to fret, parking days accrue so you can achieve points towards free days with each visit.

FBS Spotlight on Performance:
Delivery of Express Mail
A measurement of efficiency in the delivery of expedited materials

The chart above depicts the percent of time CCC Logistics completes delivery of expedited materials to their destination within ninety minutes of receipt. This measurement has been ongoing since October of 2004. In this case, typical success rates for timely delivery are in the ninety to one hundred percent range with one hundred percent timely delivery our goal. Should customers need packages prior to the established delivery standards, pick up options are available by contacting the respective campus Mail Leader.

Logistics Spotlight on Performance:
Mail Processing Timeliness
A Leading Indicator of Customer Satisfaction

This key performance indicator measures how frequently CCC mail leaves our Mail Centers on the same day it is received. We have been measuring the timeliness of our mail metering and delivery to the post office for the past year (November ’04 until October ’05) at Metro and now formally at West for the past two months. During this time period, we have exceeded our goal repeatedly. These scores indicate great team work. The mail pickups, driving of the inter-campus mail route, mail metering and additional mail delivery to the post office all need to be performed in a timely fashion. The efforts by CCC Logistics to ensure timely handling of mail are greatly appreciated. Kudos to all Logistics staff!

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Spring Contest!
Easy Questions: The Ultimate Easy Quiz
1. How long did the Hundred Years War last?
2. Which country makes most Panama Hats?
3. What nationality were the original Pennsylvania Dutch?
4. From which animal do we get Catgut?
5. In which month do Russians celebrate the October Revolution?
6. The Canary Islands are named after what animal?
7. Upon what hill was the Battle of Bunker Hill fought?
8. What color are White Rhinos?
9. What color is the black box in an airplane?
10. A man travels due south for one mile. He turns left 90 degrees and travels due east for one mile, at which point he shoots a bear. He then turns left 90 degrees and travels due north for one mile, returning to the exact spot he left from.
a. What color is the bear?

Send your correct answers to: bonnie.sams@tri-c.edu.
Good Luck!

Reminder: The first 2 sets of correct answers from each Tri-C location will win a prize.

Thought For the Quarter

Minton’s Law of Painting
Any paint, regardless of quality or composition, will adhere permanently to any surface if applied accidentally.

CONTEST WINNERS
As announced in the last issue of The Link we established having two winners from each location on the contests, rather than a random “first six winners…” designation. This greatly enhances your chances to win and allows for the differences in mail deliveries that may occur depending on your site location. So please look for the contest in this issue and Good Luck!

Issue 4 Winners
David Topar, Metro Campus
Debbie Simpson, Metro Campus
Pam Katic, East Campus
Elovia Peddle, West Campus
Lana Reyes, West Campus
Paula Kaneler, UTC
Charlotte Metzger, District Office
Marcia Dickinson, District Office

All received $10 gift cards for Target. Thank you for participating—Congratulations!

Contact the Procurement if you would like the answers to any previous Link contest.

Comment Section
Please submit your ideas for topics on our next newsletter. We also welcome your comments regarding this one and features you like, features you don’t. Your feedback counts! Please email comments or suggestions back to bonnie.sams@tri-c.edu.