



Honorable Michael A. Nutter, Mayor & Camille Cates Barnett, PhD, Managing Director



Date: 10/9/2008

Results for Philadelphia:

- 1. Public Safety**
- 2. Education**
- 3. Jobs and Economic Development**
- 4. Healthy and Sustainable Communities**
- 5. Ethics**
- 6. Customer Service and a High Performing Government**

**City of Philadelphia
Procurement Department**



Agenda

- **Follow-up**
 - **Customer Satisfaction Survey**
 - **Performance Measures**
 - **Small Order Purchases**
- **Recommendations**



Customer Service

- **Customer Satisfaction Survey**
 - **Number of Surveys Requested~ 235**
 - **Number of Surveys Submitted~ 34**
 - **Distribute to Management Team at next meeting~ October 28, 2008**



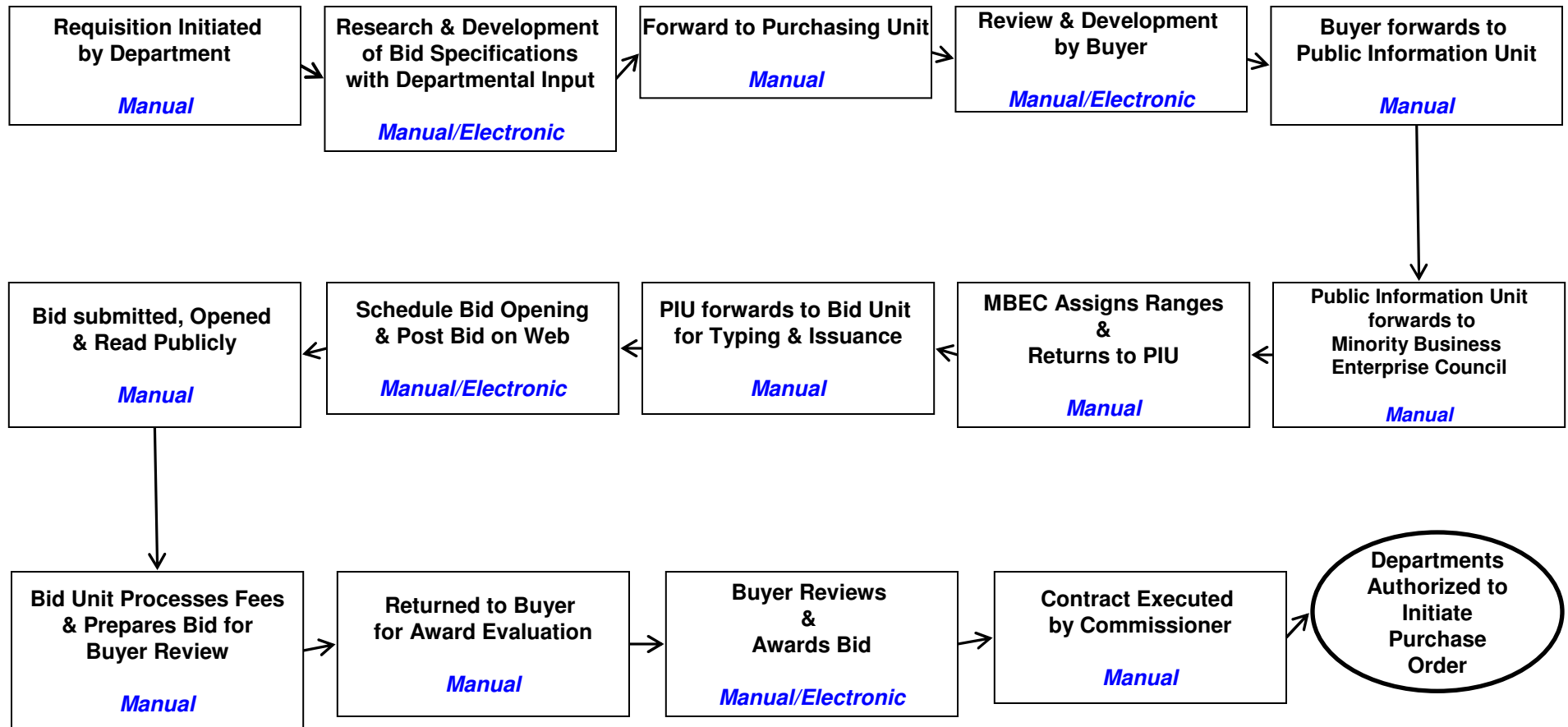
Performance Measures/Recommendations

Performance Measures

- **Green Procurement~ Amount of Energy and Money Saved**
 - Include energy-efficient language in applicable bids requiring the purchase of energy-efficient equipment and appliances
- **Emergency Contracting~ Amount of Time and Money Saved**
 - Expand and establish contracts for emergency purchases and establish area in Office of Emergency Management to process processes during emergency situations
- **e-Procurement~ Amount of Time and Money Saved**
 - Increase electronic functions in process



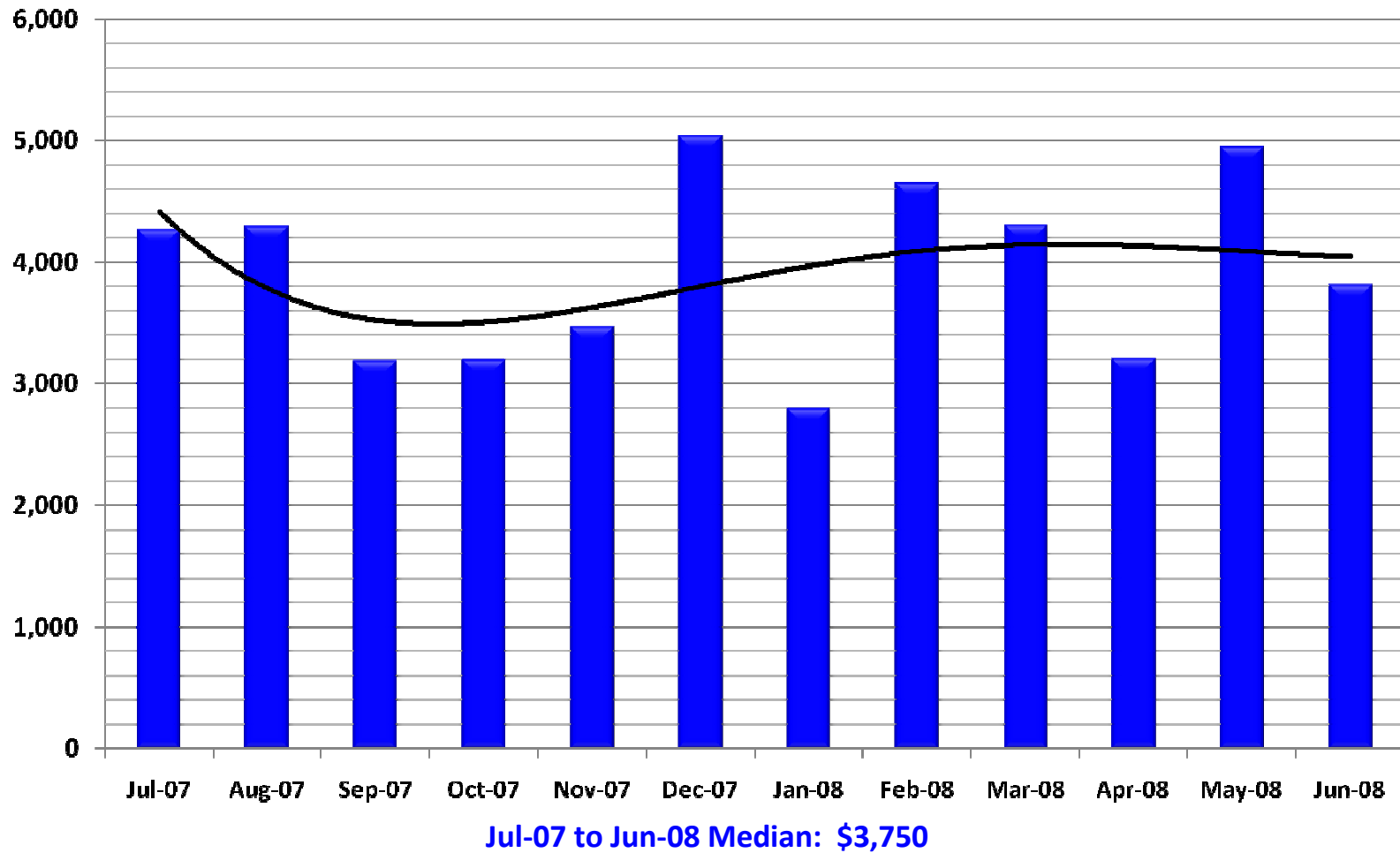
Performance Measures - Process Map





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SMALL ORDER PURCHASES





Recommendations: Petty Cash Increase

- **An increase in petty cash could save the City of Philadelphia time and money and address customer service requests by:**
 - **Decreasing processing time**
 - **Placing more control of purchases with the customer**
 - **Lowering overall transaction costs**
 - **Reducing paperwork**



Performance Measures – Purchasing Cards

- **Purchasing cards could save the City of Philadelphia time and money and address customer service by:**
 - **Simplifying the purchasing process**
 - **Increasing management information regarding purchasing history**
 - **Increasing the ability to set and control purchasing limits**
 - **Lowering overall transaction costs**
 - **Reducing paperwork**



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THANK YOU