

# UNITING OUR PROFESSION

September 8 - 11, 2024 • Indianapolis, IN



# NASPOANNUAL™

Leadership • Excellence • Integrity

# Operational Improvement Through Turnaround Time Management



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# Presentation Overview

## Purpose

- To discuss the transformation of operations from **day-to-day transactional chaos** to **strategic data-driven management**.

## Importance

- Turnaround Time Management provides a **vantage point** to **orient** and **guide** your operations.

# The Hamster Wheel Problem

## What is procurement's Hamster Wheel?

- The relentless cycle of tasks that **blinds and entraps** procurement offices in a perpetual state of urgency!
- Stifles opportunity for innovation or process improvement.



# Making Headway With Tools



Missouri opted for these tools because...

1. Easy to use
2. Nominally expensive
3. State of Missouri standard



Smartsheet is an online spreadsheet that **records** procurements and **informs** buyers.



Tableau is a data visualization app that **displays** operational metrics and **guides** meetings.





# Getting off the Wheel with Turnaround Time Management

- A. **Define** bid types, bid phases, turnaround time goals
- B. **Measure** the five data fields
  - (1) Assign to buyer date, (2) Completion date of each phase, (3) Final award date  
(4) Goal date for each phase, (5) Overall goal date
- C. **Analyze** to communicate the important trends through **color coding**
- D. **Improve** operations by placing analysis in the buyer's routine
- E. **Control** by managing through weekly analysis meetings



# Color Coding Tasks

Color-coding readily indicates turnaround time performance:

- **Green** for swift completion
- **Yellow** as a limit warning
- **Red** for exceeding goal turnaround times

PHASE	FLAG	ALLOTTED TIME/PHASE - FLAG COLOR START DATE		
		IFB	RFP < \$250K	RFP > \$250K
Drafting	●	1	1	1
	●	10	17	40
	●	15	24	54
Issuance	●	1	1	1
	●	10	17	32
	●	15	21	42
Evaluation/Award	●	1	1	1
	●	10	30	50
	●	15	40	64
TOTAL DAYS:		45	85	160

Goal Issue Date	Issue Date
11/20/22	10/18/22

Bid Number	Turnaround Time Goal	Current Turnaround Time	Days Until Red
	🔒 fx ⓘ	🔒 fx ⓘ	🔒 fx ⓘ
IFBC30034902000825	45	100	-55
RFPS30034902301799	85	70	15
RFPS30034902001762	85	29	56

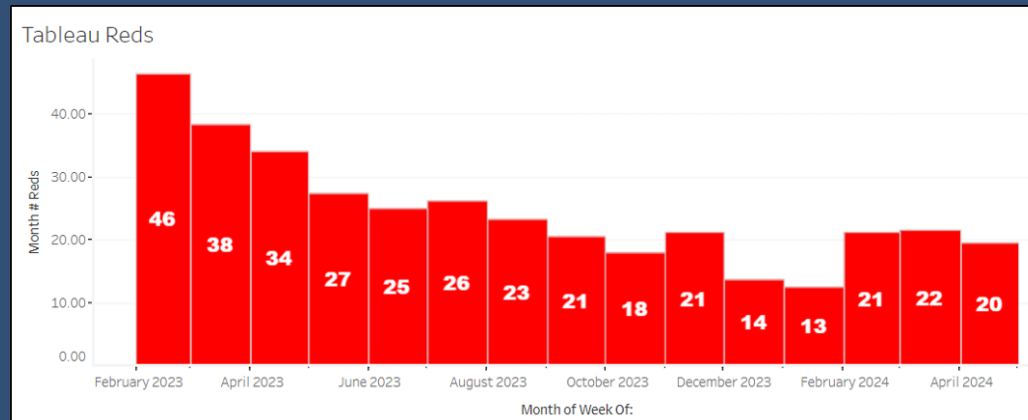


# It really helped us a lot! (and it can help YOU)

**Creating a spirit of competitive positivity  
inspired real change in our team**

## Service Improvement

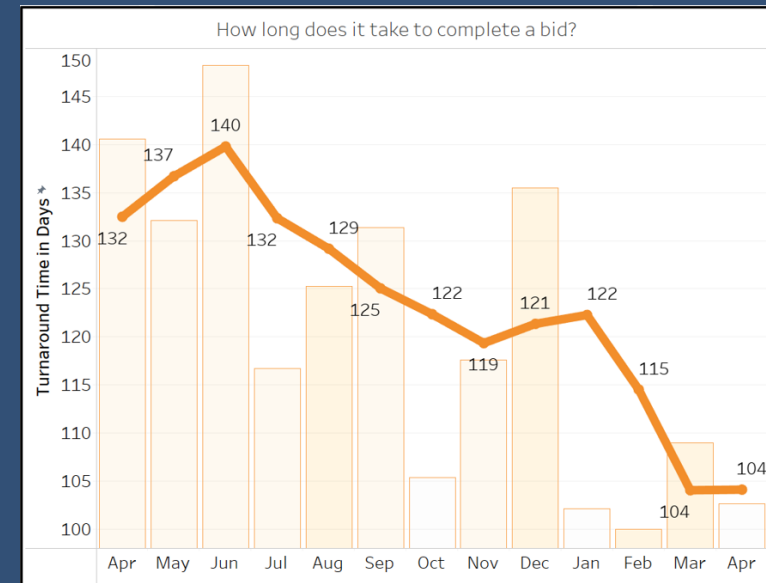
Dissatisfied customers\*  
decreased by **62%!**



\*procurements behind turnaround time goals

## Efficiency

Turnaround time  
decreased by **31.4%!**





# Conclusion

## Action

Missouri Purchasing created a turnaround time management process using color, which transformed our procurement operations from **day-to-day transactional chaos** to **strategic data-driven management**

## Results

Turnaround Time Management provides **remarkable service improvement** and **increased efficiency**.



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