

**NASPO**  
National Association of  
State Procurement Officials

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September 25, 2024

Governor Mike Parson  
P.O. Box 720  
Jefferson City, MO 65102

**Governor Parson:**

It is my privilege to share with you that the Missouri Office of Administration Division of Purchasing was presented the 2024 National Association of State Procurement Officials (NASPO®) Cronin Finalist Award for Procurement Excellence at the NASPO Annual Conference held in Indianapolis, Indiana on September 8-11. During the Awards Celebration Dinner, Missouri was honored for its submission, "Operational Improvement Through Turnaround Time Management."

**Finalist Cronin Award: Operational Improvement Through Turnaround Time Management**

Missouri's Division of Purchasing examined its entire procurement process to identify critical operation metrics and potential bottlenecks. Looking at the time required to execute each phase of their process, the purchasing office benchmarked turnaround times and established detailed goals. This more precise, data-driven approach to continuous process improvement included adopting two readily available software products that analyze performance data and express real-time results via dashboards. Quick access to live performance metrics facilitates effective decision-making and the early discovery of potential issues. Missouri created a culture of transparency, improvement, and customer satisfaction using the DMAIC (Define, Measure, Analyze, Improve, Control) innovation cycle.

NASPO is a non-profit organization dedicated to advancing the profession of public procurement through leadership, excellence, and integrity. Established in 1947, NASPO membership is comprised of the procurement directors of each of the 50 states, the District of Columbia, and territories of the United States. Each year NASPO is pleased to recognize outstanding and innovative procurement initiatives and the state personnel behind them with the presentation of the Cronin Awards. For more than 40 years, the Cronin Awards have recognized states for projects that have resulted in distinct benefits to their state economy and the efficient delivery of services to their taxpayers.

As Governor, I know that you take pride in the exceptional talents of your state's workforce. NASPO joins you in celebrating the accomplishments of the Missouri procurement staff. Please accept our congratulations and best wishes for a prosperous year ahead.

Sincerely,



Lindle Hatton, Ph.D.  
NASPO Chief Executive Officer