

Strategy #13:

A User-Friendly Procurement Process



By DAVE HERSHENSON

(March 15) The Procurement Department has taken the first steps towards a procurement process that is easier, faster and more user-friendly for the many departments it serves throughout the MTA.

The department is participating in the Strategy #13 Team – an MTA initiative to streamline the procurement process as part of the Business Process Improvement Project.

Other departments include Finance, Administration, Management Audit Services, Risk Management, Human Resources and Operations.

The Strategy #13 Team has developed plans that identify and map core processes for several departments with a target of improving turn-around time by 20 percent with no additional costs or performance decline.

Selecting the essentials

The first phase of the project evaluated the number of steps and time involved in each step of the procurement process to determine which were essential, which were deemed necessary but could be modified, and which processes were unnecessary.

The team's goal was to eliminate unnecessary activities, modify some procedures, and streamline the essential activities in the procurement process.

The Strategy #13 team has adopted four business process improvement strategies:

- Strategy 1 is to identify, document and benchmark the major processes.
- Strategy 2 establishes sub-teams to work with other staff to eliminate non-essential steps in the procurement process.
- Strategy 3 will make organizational changes to implement the new streamlined procedures.
- Strategy 4 will provide training to support the new streamlined processes.

Several senior level MTA executives on the Strategy #13 team include Deputy Executive Officer Ted Montoya and Director of Contract Administration Rudy LeFlore.

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