

UCF ADMINISTRATIVE UNIT PERFORMANCE REPORT

Division: Administration & Finance

Unit: Purchasing Department

FY: 96-97

Unit Mission	Performance Indicators	Performance Measurements	Measurement Results	Results Utilization
<p>The mission of the University of Central Florida Purchasing Department is to support the academic and administrative departments in the timely procurement of goods and services to sustain, foster, and promote the educational and research mission of the University. This shall be accomplished in the most ethical, efficient, and courteous manner possible while adhering to the letter and intent of all applicable laws.</p>	<p>1. The Purchasing Department will provide effective and efficient procurement services in a timely manner to UCF departments.</p> <p>1a. Decrease processing time by 3.5%.</p> <p>1b. Change orders that are processed due to Purchasing Dept. errors will be tracked in order to identify specific areas of improvement.</p> <p>2. The Purchasing Department will ensure compliance with State, SUS, and University rules and regulations, as well as accepted purchasing management practices.</p> <p>2a. The department will receive unqualified internal and state audit reports each year.</p> <p>2b. The department will realize a 2% decrease in the number of Comptroller voucher rejections received</p>	<p>1a. The purchase order processing time is monitored by reviewing a computer generated report with a sample of requisitions (PROMS) processed monthly. Randomly selected PROMS requisitions were used as a test group consisting of two departments (Physical Plant and Finance & Accounting) to determine the average "requisition to purchase order disbursement" processing time. The test involved averaging the processing time of the same number/similar requisitions and then comparing two different time frames: April 1996 and April 1997.</p> <p>1b. Two methods were used to track departmental errors; 1) computerized report on batch errors and 2) meetings with P&A.</p> <p>2a. The unit will received a Legislative audit in May 1996.</p> <p>2b. Rejections are monitored by the unit on a monthly basis.</p>	<p>1a. The average processing time: Physical Plant, April 1996 - 1.8 days Physical Plant, April 1997 - 2.4 days F & A, April 1996 - 2.4 days F & A, April 1997 - 2.4 days</p> <p>1b. Internal errors consist of: using wrong object codes, FEID numbers, and clerical keying errors.</p> <p>2a. The Legislative audit concluded with one finding in the insurance area. The Early Childhood Center had been omitted on the insurance schedule of buildings.</p> <p>2b. For the period of April-June 1996, a total of 10 Comptroller rejections were received that may have been attributed to the Purchasing Department. This was an improvement from the previous quarter (January - March), in which 34 Comptroller rejections were received.</p>	<p>1a. Target not met. Processing time remains relatively the same. Because of complex and varied purchases, further study is needed to test a large population group in order to determine specific improvement methods.</p> <p>A state-wide SUS electronic purchasing system (Fiscal Systems and Reporting Systems) (FSRS) is currently being developed by the Board of Regents office. This system will enable a tracking system for all requisitions</p> <p>1b. Target met. Identification of errors was accomplished. Efforts in correcting mistakes were done through internal notification and training. Experience is a key element in eliminating these type of errors.</p> <p>2a. Target not met. Facilities Planning will advise Purchasing when buildings are completed in the future and insurance schedules will be checked against building completion records annually.</p> <p>2b. Target met. There were 5 settlement agreements sent to Tallahassee for the time period of January 1997 to May 1997. This area continues to improve and we will continue to monitor our improvement progress.</p>

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	<p>3. The Purchasing Department will ensure that UCF department customers are satisfied with the quality of provided services. Customers responding to a satisfaction survey will show an 85% satisfaction rate with services provided by our department</p>	<p>3. An overall A&F survey was administered to VP's, Assoc. and Assist. VP's, Directors, Deans, and Chairs using a five-point Likert scale, with responses ranging from Strongly Agree to Strongly Disagree.</p>	<p>3. The overall survey had a 37.5% response rate. For the statement, "Services offered by the Purchasing Department are satisfactory, 65.3% agreed or strongly agreed, 21.8% were neutral, and 10.9% disagreed or strongly disagreed.</p>	<p>3. Target not met. As a follow-up, the department administered a <i>Customer Satisfaction Survey</i> to Deans and Directors, and all Professional and Administrative personnel. The survey resulted in a 81% Overall Satisfaction with "Telephone Courtesy and Helpfulness" the most highly rated. Efforts will be made to administer a survey with higher validity and reliability concerning Purchasing services during the coming year. Further customer service training for Purchasing personnel will also be investigated.</p>