We would like to thank everyone who participated in our third annual Customer Satisfaction Survey. We received 858 responses from University faculty, staff, and administration and are very pleased to report that **91% of survey respondents are satisfied** overall with the services that Sourcing & Procurement provides.

Of these respondents, 32% were in managerial roles, 46% were in administrative roles, and 22% were in other roles. Research staff accounted for approximately 12% of respondents, faculty accounted for 10% of respondents, and graduate students and postdoctoral associates accounted for 2% of respondents. Almost 71% were from the Charles River Campus and 26% were from the Medical Campus. BU employees working in Great Britain, France, New Zealand, Spain, Niger and Switzerland submitted survey responses. Other internal groups such as the Boston Medical Center, the Boston VA Medical Center, the Slone Epidemiology Center, the Framingham Heart Study, and the Huntington Theatre also responded. We received responses from almost every school or department within the University.

Customer survey respondents were asked to rank their overall satisfaction with Sourcing & Procurement’s services on a 5 point scale, with 5 being ‘very satisfied’ and 1 being ‘very dissatisfied’. Only 67 respondents expressed some level of dissatisfaction with our services. On a weighted scale, Sourcing & Procurement scored 3.7 out of 5.

The purpose of this survey was to help us identify the University’s expectations from Sourcing & Procurement and to evaluate our current service delivery model against these expectations. Respondents provided extremely valuable information about our strengths and opportunities for improvement. We will continue to allocate our resources in the most efficient way possible to ensure that we meet the needs of the various schools and departments within the University. We are a dynamic and driven organization that constantly strives to deliver outstanding customer service to our colleagues throughout the University.

We carefully reviewed the data gathered from the survey, along with each of the 1,095 comments we received. As a result of our analysis, we drafted an action plan and allocated the necessary resources to address each of the major concerns that were voiced through the survey. The following pages display the areas in which our performance exceeded your expectations and also those areas where there are significant gaps between our performance and your expectations.
Sourcing & Procurement Customer Satisfaction Survey

Performance GAP Matrix

**LOW SATISFACTION**  **HIGH IMPORTANCE**
- SAP SRM Ordering and Access to BU Pricing
- Know whom to contact to resolve purchasing or vendor payment issues
- Contract negotiation process

**HIGH SATISFACTION**  **HIGH IMPORTANCE**
- Alignment with university and department goals
- Staff professionalism
- Customer service
- Support for cost reduction
- Relevant web content
- Communication and training

**LOW SATISFACTION**  **LOW IMPORTANCE**
- Assistance in finding local suppliers
- Assistance in finding small, minority, or women owned businesses

**HIGH SATISFACTION**  **LOW IMPORTANCE**
- Procurement of advertising, print, or promotional suppliers or services
POSITIVE FEEDBACK

We are very pleased to report that we are meeting your high expectations in several key areas. As you can see in the previous chart, it is very important to the Boston University community that the Sourcing & Procurement group performs well in the following areas:

- **Alignment with University and Department Goals**: 97% of survey respondents feel that our goals are aligned with the goals of the University and with individual schools and departments.
- **Staff Professionalism and Efficiency**: 94% of respondents believe that Sourcing & Procurement is a professional and efficient organization.
- **Customer Service**: 95% of respondents believe that the overall quality of customer service provided by Sourcing & Procurement is high.
- **Support for Cost Reduction**: 87% of respondents believe that Sourcing & Procurement helps them stretch their budget dollars.
- **Relevant Web Content**: 95% of respondents report their satisfaction with our website. Content, functionality, look and feel, navigation, site performance and general usability rank the highest in satisfaction scores from survey respondents.
- **Communication and Training**: 92% of respondents feel that Sourcing & Procurement provides adequate communication related to changes in policies or procedures, new contracts and other activities. 89% of respondents are satisfied with training programs offered by Sourcing & Procurement.

Goal alignment, customer service, and staff professionalism and efficiency ranked the highest in satisfaction scores among survey respondents. Judging by the survey responses, we have been able to meet your high expectations in all of the above areas, with satisfaction ratings ranging between 87-97% in all categories. Our group will strive for continued success in delivering these services for the duration of this fiscal year and beyond.

As we continue to enhance our delivery model, it is important to balance our resources favoring the areas rated as being of high importance to the BU community. While we have met or exceeded your expectations in the above areas, there were several areas with significant gaps between our performance and your expectations. Our approach and action plans to meet your expectations are described on the following pages.
AREAS FOR IMPROVEMENT

SAP SRM Ordering and Access to BU Pricing

- **Survey Finding:** *Performance gap ~35 percentage points.* 98% of respondents feel that our performance in this area is critical or important to their success. Most respondents stated that the SAP SRM shopping cart is difficult to use and often requires the same information in multiple fields. Only 63% of the survey’s respondents reported that our online ordering and requisition system meets their needs. 96% of respondents feel that online catalog automation and access to contracted BU pricing are critical or important to their success. Many respondents noted that a system that encumbers funds directly from the budget is critical, with online budget controls being identified as a need by 93% of respondents.

- **Departmental Goal:** Implementation of an ordering system that allows shoppers to have direct access to BU price agreements, is user friendly and transparent, and will enable next day shipment/delivery of products or services for greater than 80% of procurement transactions.

- **Approach and Action Plan:**
  - **New Terrier Marketplace** - Sourcing & Procurement is implementing the Ariba/SAP catalog and contract management system which will be completed by July 1st, 2013. The new system will include a more user friendly catalog interface as well as increased search capabilities.
  - **Streamlined Shopping Cart Free Description Approval Process** - Sourcing & Procurement has increased the buyer review and approval threshold for free description shopping carts from $1,000 to $5,000 to expedite the approval process for free description shopping carts. *Catalog orders do not require buyer review and approval.*
  - **SAP SRM Data Entry Simplification & Convergence** - Sourcing & Procurement is working with the BUworks team to identify and resolve issues that have created multiple data entry requirements. Areas under evaluation for improvement include delivery address standardization, split distributions for limit orders, accounting and supplier cart default for multiple line orders.

KNOWING WHOM TO CONTACT TO RESOLVE PURCHASING OR VENDOR PAYMENT ISSUES

- **Survey Finding:** *Performance gap ~24 percentage points.* 96% of respondents feel that our performance in this area is critical or important to their success. Only 72% of the survey’s respondents reported that they knew whom to contact within our group to resolve a purchasing issue such as order status, invoice payment or supplier registration.

- **Departmental Goal:** Sourcing & Procurement commits to respond to shoppers with a consistent and timely message on process and order status. Communication and transparency
are critical to data quality and reduced cycle times. Shoppers should have immediate access to the status of their order at any time, including who is currently approving the order, the name of the buyer who is placing the order, when the order was sent to a supplier, and whether an invoice has been paid.

- **Approach and Action Plan:**
  - **Sourcing & Procurement Website** – Sourcing & Procurement will update its website to improve usability, contact information and commodity responsibilities by June 1, 2013.
  - **Phone System** – The phone system has been upgraded to include a phone tree to direct calls to the correct commodity and buyer.
  - **Employee Guide | Procure-to-Pay** – A new online procurement user manual has been launched on the front page of BUworks Central to help shoppers with instructions on vendor registration, shopping cart ordering and payment. An additional section has been added to explain how to identify order status and whom to contact to find out more details.
  - **Business Warehouse Reporting** – A new and improved order lifecycle report is under development and scheduled for deployment in the Business Warehouse by the end of this quarter (BW development dependent).

**CONTRACT NEGOTIATION PROCESSES**

- **Survey Finding:** *Performance gap ~23 percentage points.* Only 55% of the survey’s respondents reported working with Sourcing & Procurement to negotiate their contracts while 78% of respondents felt that our performance in this area was important to their success.
- **Departmental Goal:** Purchase 80% of goods and services ($) from preferred supplier contracts or price agreements in order to realize year over year total cost savings of 2-10% per year.
- **Approach and Action Plan:** These survey results represent an opportunity for Sourcing & Procurement to improve bid and contract management service levels.
  - **Electronic Request for Proposal (RFP) and Reverse Auctions** - Sourcing & Procurement has upgraded BU’s electronic sourcing systems to support Competitive Request for Proposals (cRFPs), Request for Quotes (RFQs), Forward and Reverse Auctions, Auctions with Bid Transformation, Index Based Auctions, and Dutch Auctions. The ability to now include historical or budgeted costs against RFP results will improve cost savings reporting.
  - **Additional resources for RFPs** – Buyer responsibilities have been realigned within Sourcing & Procurement to address the need for additional resources to run competitive bids. Spend analytics tools are being deployed to identify GAPS in BU contracts. Sourcing teams have been deployed to create standardized and template projects to fast track RFPs, request for quotes and catalog enablement.
  - **Improved Reporting** – Sourcing & Procurement is implementing new spend analytics and
contract management reporting tools that will measure and manage the cost savings realized from RFPs and preferred vendor contracts.

- **New Contract Management Systems** – A new contract management system is being implemented to better manage vendor contract obligations and terms across the University. This central repository for University supply agreements will integrate contracted products and pricing with SAP SRM shopping carts created from Terrier Marketplace catalogs. Deployment is scheduled for June 2013.

- **New Training Programs** - Sourcing & Procurement has teamed up with IS&T as well as Human Resources to develop training programs that include: How to Conduct a Request for Proposal (RFP) or Reverse Auction, How and Why to Register a Vendor and Contract Management Basics, Basic and Intermediate Shopping Cart Creation, Procurement Approver, and How to Hire a Consultant.

**THANK YOU**

Thank you again for your valuable input. As a department, our goal has always been to add value to the University through the sourcing and delivery of the best quality products and services from the best suppliers at the lowest total cost. The feedback you have provided through this survey is invaluable to our planning efforts and we hope to exceed your expectations with the changes that we will implement over the next year.