UTHSC Project Objectives

*Project Objectives*

- Optimize overall Procure-to-Pay operations through changes in processes, business practices, policies, organizational structure and technological enhancements
- Increase procurement customer satisfaction by streamlining, simplifying and automating Procure-to-Pay processes where possible
- Realize immediate and on-going cost savings in the procurement of goods and services

*Huron engagement analysis and recommendations are focused on and specific to the University of Tennessee Health Science Center with reference to the UT System where applicable.*
Huron’s Approach

- Gathered various sources of Purchasing and Accounts Payable related data including:
  - 12 month AP / P-Card spend
  - various contracts and pricing agreements
  - Internal and external key supplier transactional data
  - links to University System and State of Tennessee policies
  - PO/invoice processing metrics
  - Applicable organizational charts
  - Applicable PDQs
  - Applicable compensation information
- Conducted over 40 interviews with key stakeholders and campus users
- Completed Spend Categorization and Analysis for calendar year 2010 AP / P-Card spend
- Conducted savings opportunity assessment on select categories of spend
- Completed mapping of key Purchasing and Accounts Payable related processes
- Identified interview common themes and key findings
- Developed recommendations and business case
## QUICK HIT RECOMMENDATIONS

<table>
<thead>
<tr>
<th>Recommendation</th>
<th>Leads</th>
<th>Implementation Timeline</th>
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<tbody>
<tr>
<td>Establish a &quot;How to Buy&quot; strategy based on a preferred ordering method for strategic suppliers. Develop plans to generate awareness and compliance.</td>
<td>Steve Rowland - Dianne Holmes</td>
<td>7/6/11 - 10/5/11</td>
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<td>Enhance UTHSC purchasing user materials and training (including websites). Establish FAQs for purchasing functions.</td>
<td>Vic Crutchfield - Angie Patrick</td>
<td>7/6/11 - 10/5/11</td>
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<td>Establish central leadership and create an environment of campus-wide collaboration procurement and payables issues. Cross train central groups, schedule regular meetings, and develop a purchasing and payables newsletter.</td>
<td>Ken McCune - Vic Crutchfield</td>
<td>9/6/11 - 10/5/11</td>
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<td>Collaborate with Treasurer's Office on opportunities for UT System-Wide contracts to drive additional savings for departments.</td>
<td>Vic Crutchfield</td>
<td>Immediate + on-going</td>
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