Overview

The project began in spring 2017 following a series of inspections that helped us identify laboratory safety issues, and develop a deeper understanding of the types of improvements necessary for supporting best practices. Our team is evaluating concerns, developing immediate solutions, and establishing a chemical inventory process to ensure long-term, continuous standards for safety and compliance.

Vision

Our goal is to establish good controls to catalog our chemical inventory in a consistent, timely manner. We want to:

- **Prioritize** safety while minimizing risk
- **Set** a critical example for our students entering the work force
- **Encourage** best practices and training

Progress: Laboratory Safety Improvements

- **Inventoried** approximately 9,700 containers as of June 15, 2017
- **Installed** an outdoor chemical waste shed for the College of Science and Engineering
- **Implemented** training & written procedures for monthly inspections of safety eye wash deluge shower stations

**Next steps:** Use SC Logic tool to continue to facilitate chemical inventory management

Date updated: December 12, 2019.
Business Operations developed strategic Bold Steps on February 27, 2017. This handout highlights the Spend Analysis program on major categories.

**Office Supplies**

From our study, we identified that SF State’s office supplies aggregate spend is comparable to that of other CSU campuses with similar employee size at $1 million per year. We have saved $147,716 over last four years leveraging master contract vendors. Also, we have determined our lost opportunity cost for Fiscal Year 2014/15 to be approximately $27,229.

We can maximize our saving opportunities by utilizing Campus MarketPlace discounts and create incentive by returning rebates to the college or department level.

**Furniture**

14.6% of SF State injuries happen at the desk costing $984,834 (incurred) over the last five fiscal years and 1,214 lost work days. Our goal is to prioritize an ergonomically healthy work environment by reducing injuries with ergonomic evaluations and furniture, using what we already owned, and educating staff and facilities to use our preferred vendors.

Our implementation strategies are to:

- Foster a culture of strategic, realistic, and healthy furniture purchases
- Incorporate this sustainable model into Human Resources on-boarding procedures

**Public Auction**

- Create a Digital Swap Shop using Public Surplus Auction site (with no additional expenses)
- Establish a sustainable platform that enables faculty and staff to exchange surplus items
- Develop a Practice Directive and Procedure supporting the implementation of this process

**Next steps:**
1. Present to Process Improvement Advisory Team, Sustainability Committee, and Human Resources
2. Target Implementation Date: Summer 2017

Date updated: December 12, 2019.
Business Operations developed strategic Bold Steps on February 27, 2017. This handout highlights the Delegation of Authority and Digital Signature initiatives.

Delegation of Authority

GOAL: Streamline the Delegation of Authority process by going paperless to reduce inefficiencies and improve productivity.

- Establish an effective system for accurately documenting the delegation of responsibilities
- Maintain proper internal controls and management
- Simplify and reduce the processing time for existing transactions

PROGRESS TO DATE:

☑ Drafted practice directive and corresponding procedure
☑ Working with IT to leverage CFS Delegation of Authority module

Estimated completion date range: 12/17 – 3/18

Digital Signature Initiative

GOAL: Implement an e-signature tool for campus-wide use

- Create secure methods to capture electronic and digital signatures
- Safely approve and manage document-based transactions digitally that aren’t already implemented in a workflow
- Reduce paper, time, and cost

PROGRESS TO DATE:

- Research which e-signature tool complies with CSU & CA requirements
- Consult with IT on security and technical criteria

Next Steps:
1. Determine the e-signature tool that is best suited for SF State
2. Develop practice directive and procedures for implementation

Date updated: December 12, 2019.
Business Operations developed strategic Bold Steps on February 27, 2017. This handout highlights the IT Hardware Spend Analysis project.

Current Practice

Departments can purchase IT hardware through:

1. **Summer Refresh** – discounted bulk purchases at a designated time of year
2. **Routine Purchases** – purchases as needed throughout the year with regular pricing

Spend Analysis

Our objective was to collect and evaluate expenditure data on IT hardware and to maximize cost savings opportunities. The figure below summarizes our findings.

- Discount ranges from 6-25%
- Dell and Apple are the most-used IT hardware vendors
- The lost opportunity cost of making routine purchases is up to 300K per year

Data Source: Spike Cavell. Evaluation Date: April 2017.

Opportunity: Increase Purchases during Summer Refresh

- Share results and ideas with Information Technology, Academic Technology & others:
  1. **Create** incentives to motivate departments to complete orders during Summer Refresh
  2. **Strategic sourcing** continues to enable us to negotiate the best deal possible for SF State
  3. **PIAT** recommends to have two refreshes per year
  4. Apply a **Three-Factor Acquisition Review** for access, security, and redundancy check
  5. Build a **webpage of preferred vendors**

Date updated: December 12, 2019.
IT SOFTWARE | Savings, Quality, & Efficiency

Business Operations developed strategic Bold Steps on February 27, 2017. This handout highlights the IT Software Spend Analysis project.

Overview

- Software purchases can be made through requisition or Procurement Card (P-Card)
- Spend analysis can help us to better understand what the actual spend is
- By centralizing our purchasing of software, we can minimize duplication of software solutions

Results: Increased Spend and Growing Number of Vendors Used

Our spend analysis has indicated an upward trend in software spending across the campus and an increase in the number of vendors used each fiscal year from 2012-2016. However, we currently have limited information on software purchased through P-Card.

Questions to consider:

1. How can we consolidate the number of vendors to increase cost savings?

2. How do we optimize our spend on software solutions?

Solutions: Centralized, Strategic Software Purchasing

- Share results and ideas with Information Technology & Academic Technology:
  1. Enhance oversight and governance to better manage P-Card purchasing
  2. Build strategic relationships with vendors to negotiate competitive contracts

- Review existing policies & procedures and improve as needed
- Implement a Three-Factor Acquisition Review for access, security, and redundancy check
- Build a webpage of preferred vendors

Date updated: December 12, 2019.
SC LOGIC | Let’s Evolve our Processes

Business Operations developed strategic Bold Steps on February 27, 2017. This handout highlights the Postage and Shipping Spend Analysis project.

Challenge: Inefficient Paper Process

Campus Mail Services currently uses a paper process to track packages. All incoming package information is logged manually, which includes the date, package type, and tracking number. This method has created an excessive amount of paper since these records must be retained for package status inquiries and accountability purposes. Associated inefficiencies make reviewing any documents an aggravating and time consuming process. As a result, daily operations are impacted, and the lack of quantitative analytics on receiving and delivering packages makes it difficult to evaluate performance and customer satisfaction.

Solution: Package Tracking and Management System

A package tracking and management software can help streamline our existing processes by enhancing efficiencies and improving documentation practices.

What is SC Logic?

SC Logic is an Intra EDU Enterprise System, Workstation Hardware, and Mobile Hardware which would allow our staff to:

✔ Understand our inefficiencies, develop solutions and benchmark our success
✔ Create data so we can analyze performance and reduce costs
✔ Optimize receiving, sorting and storing processes
✔ Provide faster and more accurate without compromising quality and resources
✔ Automate assigning and reassigning packages for quick delivery & documentation
✔ Support Chemical Inventory Management

SC Logic solution costs $15,465 first year and $4,849 going forward that is covered by consistent revenue stream of property auction. This project is also facilitated by IT Department.

Date updated: December 12, 2019.