

# CHEMICAL INVENTORY | Make the Right Thing Happen

*Business Operations developed strategic Bold Steps on February 27, 2017. This handout highlights the Chemical Inventory program.*

## 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



# FURNITURE, OFFICE SUPPLES & PUBLIC AUCTION

*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**



# GO PAPERLESS | GO EFFICIENT

*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

We put our existing system to work at no extra cost!

### 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



# IT HARDWARE | Savings, Quality, & Efficiency

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

## Current Practice

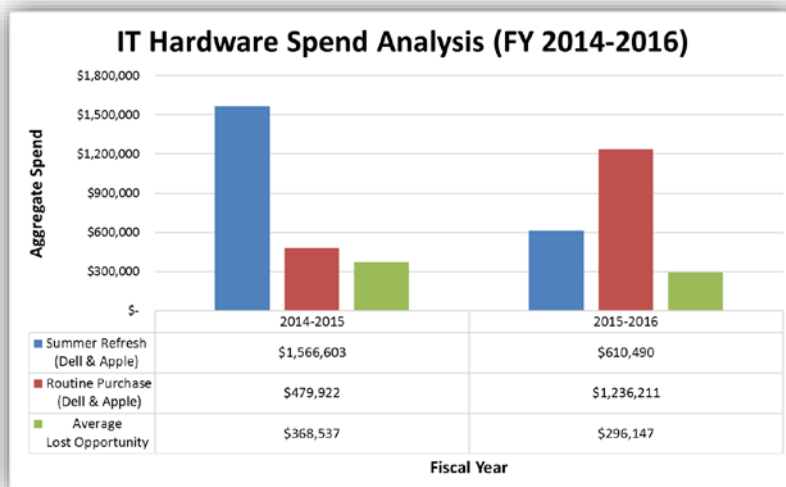
Departments can purchase IT hardware through:



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

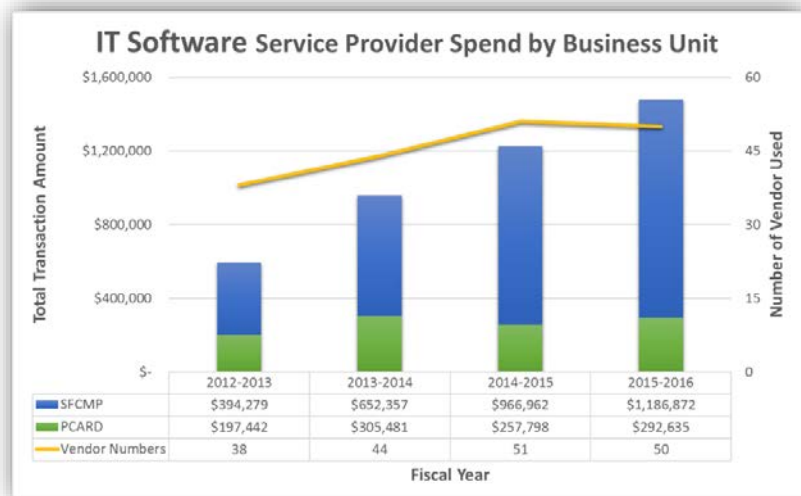
- Software purchases can be made through **requisition** or **Procurement Card (P-Card)**
- **Spend analysis** can help us to better understand what the actual spend is
- By centralizing our purchasing of software, we can **minimize** duplication of software solutions

## 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?



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

## 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**





## 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.*