



## **Strategic Systems Programs**

### **Success Story**

#### **Procurement Request Process Improvement**

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The old process of reviewing procurement requests (PRs) in SSP involved assembling required documentation and then routing a hard copy PR package through various review authorities. The review process occurred serially as the package was manually routed from person to person. In addition, time was spent looking for misplaced packages or waiting for packages in use by others.

SSP formed a Business Process Improvement Team (BPIT), consisting of representatives from all SSP stakeholders, to review and improve the processing of PRs. The team identified and documented the key activities and essential documentation required to process a PR through SSP and decided to implement an automated system to facilitate the review. SSP tailored a COTS software product to serve as the work flow manager and has implemented this system for all FY 2007 PRs. The benefits of this system include:

- On-line repository of all required documentation
- Documentation accessible by multiple users
- No more lost or missing PR packages
- Ability to review and approve PR packages in parallel
- Automated document workflow
- Automated statusing of PR packages
- Elimination of non-value added steps
- Audit trail for reviews and approvals

This system significantly improves the process of reviewing and approving of procurement requests within SSP.

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