

Strategic Lean Project Report



Procurement Process - Expectations

Agency: Liquor and Cannabis Board

Project Impact

The Liquor and Cannabis Board improved Procurement Process, resulting in increased formal procurements meeting their target timeline from 81% to 94%.

The Operations Support division handles procurements for the agency, and by acquiring the resources and tools quicker than the business divisions need to perform their tasks, they are in turn able to better serve the public and our customers.

Project Summary

Our procurement customers have provided us feedback that they are not aware of their shared responsibilities in our procurement process. This lack of understanding of their roles leads to significant lag/wait time in our overall procurement lead time due to waiting on the customer.

Currently, the formal procurement process meets its target 81% of the time compared to our target of 90%, which we wanted to reach by 6/1/2017.

Working with internal customers of the LCB, the Operations Support division:

- Gathered feedback about the process from customers
- Clarified roles and responsibilities for all involved in the process
- Developed an expectation document that is shared with the stakeholders at the beginning of the procurement consult process. It outlines each task and expectation for each role in the process.

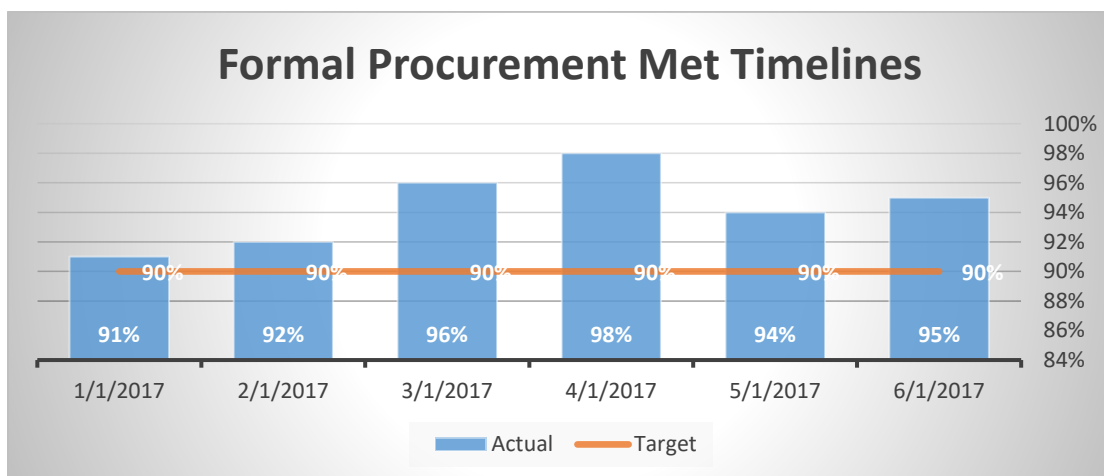
Project Results



Increased formal procurements meeting their target timeline **from 81% to 94%**.



More formal procurement requests are processed sooner.



Project Details

Date improvement project was initiated: 11/22/2016

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