

## Procurement Process – Blanket Approvals

**Agency:** Liquor and Cannabis Board

### Project Impact

The Liquor and Cannabis Board improved the procurement process, resulting in a reduction in work processing barriers from average of 32 to 22 per day.

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, and they are in turn able to better serve the public and our customers.

### Project Summary

All procurement services which are received require confirmation of receipt each month. We believe that we can reduce work processing barriers by streamlining the process.

Currently, the number of work barriers encountered per day averages 32, compared to our target of 22, which we wanted to reach by 5/1/2017.

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

- The team requested feedback from customers around the monthly receipting process.
- The most common complaint was that they were getting too many receipt requests each month.
- The team developed a template that is sent to the customer for approval that will cover a dollar threshold, start and end dates for services that have a fixed cost
- The template includes language to the contract manager indicating that they are responsible for notifying deficiencies in writing with the contracts office at the end of each month when applicable.
- As long as monthly activity falls within the approval thresholds, the customer is not required to send monthly receipts therefore reducing work barriers in processing procurement documents in the contracts office.

### Project Results

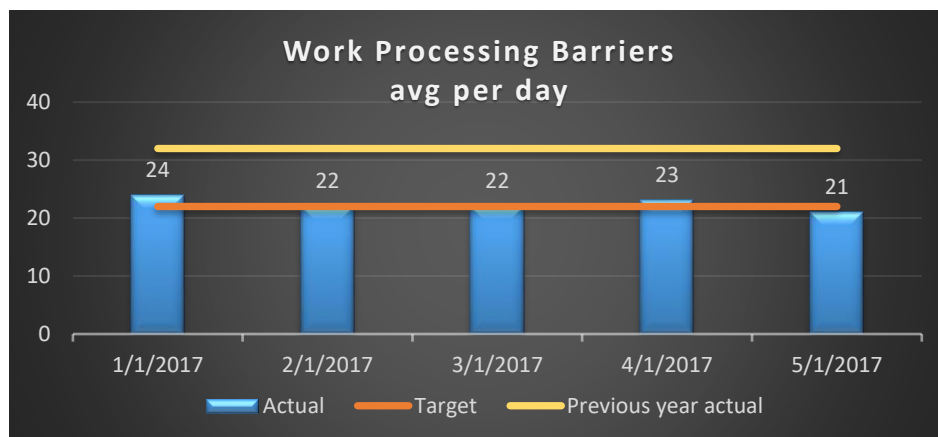


**Customer Satisfaction**

Decreased the average work barriers per day in procurement office **from 32 to 22**.



Customers are getting less requests for action, are clearer on roles and responsibilities and are more informed about their procurement process.



# Strategic Lean Project Report



## Project Details

**Date improvement project was initiated: 10/27/2016**

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