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# HOLISTIC PROCUREMENT

## MARCH IS PROCUREMENT MONTH

Educate: Elected officials,  
administrators, taxpayers, vendors &  
each other



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## VIDEO CLIP



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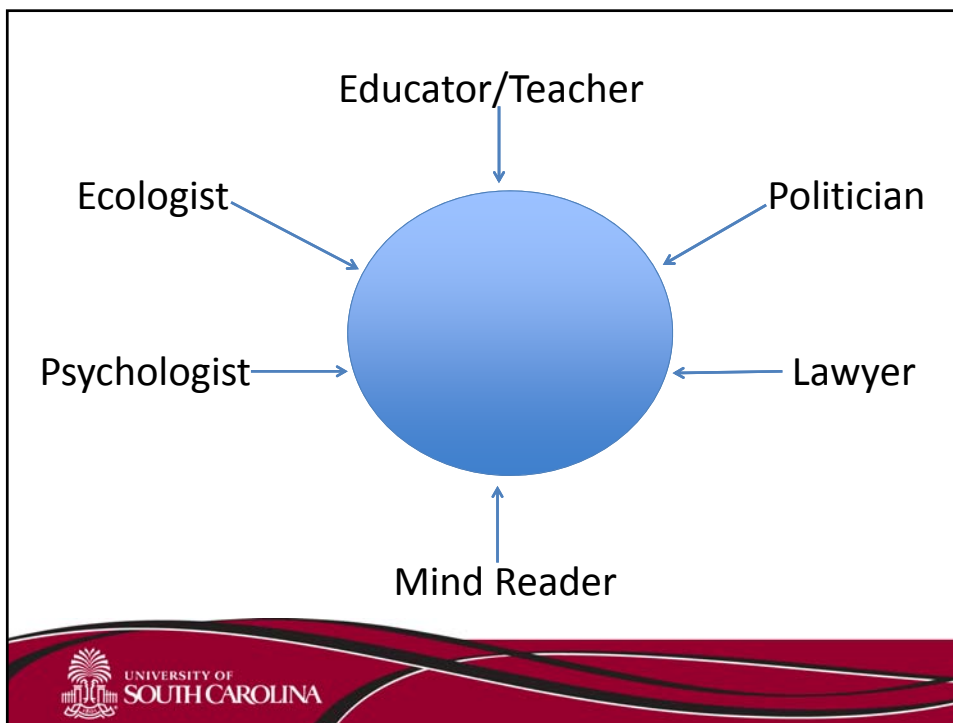
## WHAT DOES HOLISTIC PROCUREMENT MEAN?



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On-line definition: Emphasizing the importance of the whole & the interdependence of its parts

Merriam – Webster definition: Relating to or concerned with complete systems rather than with individual parts



## A HOLISTIC APPROACH TO SUCCESSFUL PROCUREMENT

1. Encourage your end users to involve you in their processes early
2. Become a “procurement champion” by overcoming the traditional “US vs. THEM” mentality
3. Involve all stakeholders in the procurement process and keep them informed
4. “Demystify” the process by explaining the premise behind what you are doing
5. Follow up after the procurement is finished
6. Let end users see you as a person, not just a procurement official telling them how to spend “their money”



## EVOLUTION OF PROCUREMENT

80's – Inception of Procurement Code

90's – PC's evolved, changes to procurement code

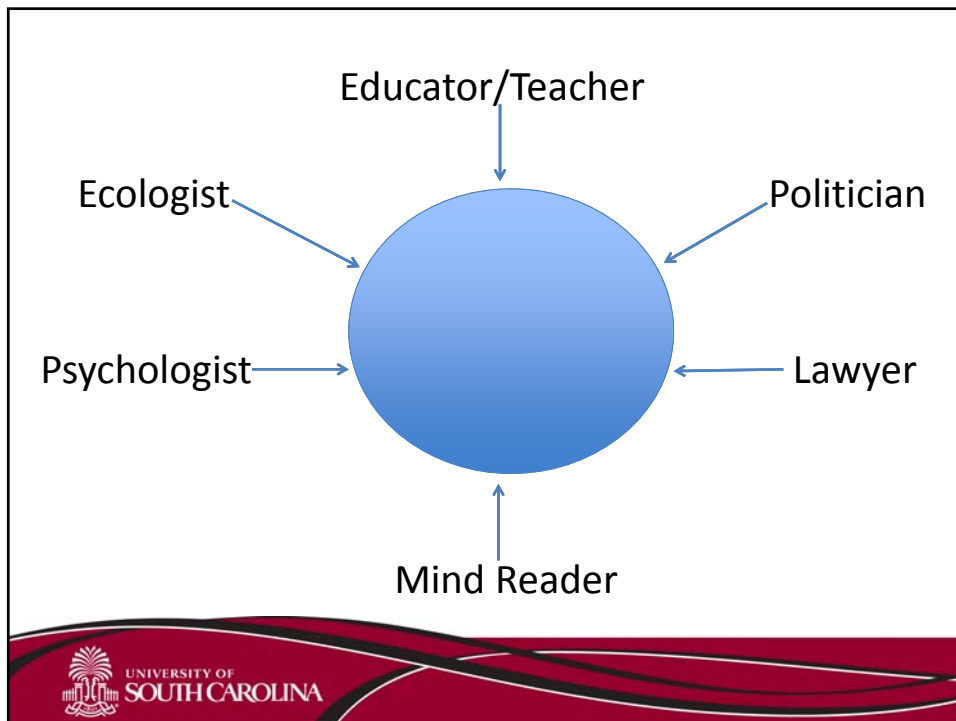
Y2K – Nothing happened!

2011 – HEEAPA



# PERSONAL EVOLUTION

- 1988 – MMO /ITMO \$2500 sealed bid protest/appealed; very 1<sup>st</sup> procurement
- 1992 – USC Revenue generating contract for concessions ; Protest/appealed
- 2001 – USC, Assistant Director
- 2005 – USC, Procurement Director



# GET CAUGHT: DOING THE RIGHT THING! KEY ACTIONS & BEHAVIORS



## EXCELLENCE

- Demonstrating the use of best practices
- Exceeding customer expectations
- Consistent error free performance
- Anticipating and proactively addressing issues to avoid problems
- Surpassing the standards set for the job



## STEWARDSHIP

- Managing carefully and responsibly the resources in your care
- Modeling environmentally conscious behaviors for staff and students
- Evaluating the sustainability of our decisions and actions
- Exhibiting leadership behaviors that promote a sense of personal accountability and responsibility



## WE HOLD OURSELVES AND OTHERS ACCOUNTABLE

- Taking ownership of problems and resolving them
- Rise above the circumstances and achieve the results needed
- Taking responsibility for one's actions
- Respectfully communicating to others the need for adherence to requirements
- Assisting others so that they can achieve the desired results while meeting requirements



## RESPECT AND WORTH

- Showing esteem for others
- Having a sense of worth for others
- Showing appreciation toward others
- Welcoming diverse backgrounds and perspectives throughout work areas and across organizational lines



## ACCURACY AND CLARITY

- Preciseness in presenting information in a reliable manner
- Validation of information to ensure there are no surprises
- Consistent performance that demonstrates exactness of information
- Communicating information in manner that meets or exceeds customer needs
- Clear and unambiguous communication that provides direction and avoids the need for rework or correction



## INTEGRITY

- Demonstration of consistent ethical behavior
- Consistently meeting commitments to co-workers and customers
- Reliable behavior resulting in positive outcomes
- Courage shown by doing the right thing when it would have been easier to do something else



## EMPATHY

- Being understanding of the thoughts and feelings of others
- Demonstrating compassion
- Considering a situation from another person's point of view
- Demonstrating awareness and acknowledgement



## MEMORABLE PROCUREMENTS

1. Carolina Card – off campus
2. E-Learning
3. Concessions for all athletic venues – 15 years
4. \$20,000 Grill



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## CONCLUSION

1. Know the Procurement Code and Regulations and the basis for these laws
2. Make yourself more valuable by conducting diverse procurements
3. Network with a variety of organizations
4. Develop outside interests and know when to leave work behind!



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**SURPRISE!!**

