

Entry Form

YOUR DETAILS

Name of organisation: Department of Treasury & Finance (WA)

Contact name: John Tondut

Job title: Executive Director (Government Procurement)

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Postcode: 6005

Nature of Business: Government Procurement Annual Turnover: NA

Total number of staff: 1300 Number of staff in procurement: 270

Entry deadline is
15 August 2008

CIPS AUSTRALIA TEAM CATEGORIES AWARDS

(Each entry can only be submitted for one category)

- Best Example of Socially Responsible Procurement
- Best Process Improvement Initiative
- Best Cross-Functional Teamwork Project
- Best Supplier Partnership
- Best People Development Initiative
- Most Improved Procurement Operation
- Young Procurement Professional of the Year

Important

- Each entry will only be considered in ONE category.
- If you do not select a category, one will be allocated for you.
- The judges reserve the right to move an entry to an alternative category if they deem it more appropriate.
- **Entries must be received by no later than COB Friday 15 August 2008.**

Award winners will be featured in *Procurement Professional* magazine.

CIPS Australia may also wish to use shortlisted and winning entries as case studies in its efforts to develop and promote the procurement profession. However, confidential information will not be released into the public domain.

If you do not agree to CIPS Australia using your entry in this way, please tick this box.

CIPS Australia



Please submit this as the cover page with your entry. Return to:

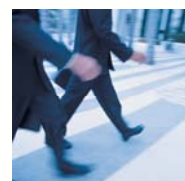
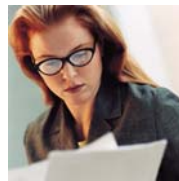
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Best People Development Initiative



CIPS Australia Professional Procurement
Awards 2008

By taking the view that 'getting the people issues right and procurement delivers' Government Procurement, as part of the Western Australian Department of Treasury and Finance has achieved extraordinary results which will have long-lasting benefits for the entire community of Western Australia.

In 2003, the Department was charged with leading the Government's Procurement Reform Program which aimed to improve procurement outcomes and achieve the best possible value for money for taxpayers' dollars, with potential for the redirection of savings to Government priority areas. A key focus of the procurement reform program was the Department's creative approach in implementing a reform program that recognised people being at the heart of its success, and is the basis for a unique business model which locates specialist procurement staff from the Department within their client agencies.

Background

The Government Procurement Business Unit in the Department of Treasury and Finance was established in 2003 as the result of the Procurement Reform process.

A key pillar of that reform was the development of the procurement profession.

The Department of Treasury and Finance (DTF) has demonstrated a strong commitment to the belief of investing in people. This commitment has been widely recognised. It is an integral part of our annual business planning process.

Since the commencement of the reform program, the DTF has been leading the reform agenda, assisting agencies to realise significant savings by improving the way professional procurement is implemented.

The procurement reform program won both the category and the overall Premier's award in 2007 for Excellence in Public Sector Management, the highest level of recognition in the Western Australian public sector.

Project Outline

Government Procurement's Education and Training program has three broad objectives:

- Developing people
- Building the profession
- Spreading the word.

Developing People

The New to the Procurement Program (NPP) provides a substantial introduction for people joining Government Procurement, whether they are new graduates, people on the lateral recruitment program or other new starters.

The NPP was established in 2005. It is a six-day course for aspiring procurement professionals, which is run in-house over a nine-week period. Our new people engage in workshops about procurement policies and procedures that are delivered by experts from across Government Procurement. As part of the program participants are exposed to all aspects of the procurement profession and interview their peers and leaders. At the end of the NPP, course participants deliver a presentation on an issue of strategic interest to the senior group. These presentations are

informative but also fun, with previous presentations taking the form of Quiz shows or reality TV programs.

So far, 10 NPP cycles have been run, with two being conducted during 2008. Participant satisfaction with NPP is always high, with an average satisfaction rating of 90% over the life of the program. Since it commenced, 107 people have participated in the program.

The Under Treasurer's Education Development Program (UTE DP) was established in 2006. It provides a scholarship opportunity for people undertaking further studies in procurement at the Graduate School of Business at Curtin University in Western Australia. This can be at the Certificate, Diploma or Masters level. The scholarship covers the fees plus provides time off used to attend lectures.

The UTE DP meets a number of our 'people development' objectives, as featured in our Government Procurement Business Plan. It provides an opportunity for our people to develop professionally and, in the process, raises the educational qualifications of the workforce. The UTE DP is open to all our team members, but applicants must demonstrate their capacity and motivation to pursue a career in procurement.

The DTF has a long-standing partnership with the Curtin University School of Business, going back to the establishment of the Chair of Leadership in Strategic Procurement in 2001. This was established as a joint initiative of the DTF and Curtin University and led to the development of university courses covering a range of procurement qualifications at both the undergraduate and postgraduate level.

Under the framework established in 2003, 25 people received scholarships to study for a Graduate Business Qualification. Upon completion of the GBQ, students were eligible to transfer to the Master of Strategic Procurement or the Master of Business Administration programs with full credit for their GBQ results.

The UTE DP scholarships commenced in 2006. Currently, 38 people are enrolled in the UTE DP for 2008. Since the UTE DP commenced, 23 people have achieved their certificate qualification and, six people have completed their diploma. This year, two people commenced their Masters in Strategic Procurement.

In addition to the formal programs, the Niche Training courses offer a program of tailored courses to cover identified gaps in people's skills base. This includes

training in risk management, negotiation, facilitation and coaching for supervisors.

In November 2007, 12 members of our senior management team attended the CIPSA Negotiation Masterclass, presented by Paul Steele, an international presenter on negotiation from the United Kingdom. Feedback from this course was very positive.

Building the profession

The Department of Treasury and Finance philosophy starts with the principle that developing the skills of procurement people by itself contributes to the development of the profession. But it doesn't end there.

The Department of Treasury and Finance encourages people to be members of the Chartered Institute of Purchasing and Supply Australia (CIPSA) and pursue recognition by the professional body. Each employee receives a \$300 annual allowance for personal development that can be used to pay for affiliate membership with CIPSA. Currently 35 staff are CIPS members. In addition seven Government Procurement people are full Members of the Chartered Institute of Purchasing and Supply (MCIPS). Several other senior people have obtained their MCIPS while working in the DTF, and have progressed into new opportunities in their career. This includes taking on the position of Head of Procurement at Curtin University and a key procurement role in Western Power.

People from Government Procurement supported a number of CIPSA forums.

- ❑ Three CIPSA breakfasts have been held over the past 12 or so months. There were 23 Government Procurement people at the breakfast held June 13 2007. Eighteen Government Procurement people attended the CIPSA Regional Breakfast on May 14 2008. Three attended the recent project management breakfast on July 18 2008.
- ❑ Forty-five employees attended the WA Business Networking Luncheon on June 11 2008.
- ❑ Two networking events were held. Nineteen Government Procurement people attended the "Doing Business Online" session on October 10 2007. Four attended the "Insight into the SME sector" session on November 15 2007.

People from the DTF are strong supporters of CIPSA conferences. Since 2006, 40 DTF people have attended CIPSA conferences.

Several of our senior people have been featured presenters. The Executive Director of Government Procurement has been a presenter four times, including twice at the National CIPSA conference. The Director of our Client Procurement Services Division presented at the 3rd Public Sector Procurement Forum in Canberra in March 2008. The General

Manager of the Strategic Procurement Services Division will present at the 4th CIPS Australia Annual Conference in Melbourne during October this year.

In May 2008, four members of the senior team, including the Executive Director, attended the 3rd Annual CIPSA Public Sector Procurement Forum held in Canberra. CIPSA is holding its Strategic Procurement Conference in Perth on August 21. Seventeen people from Government Procurement will attend. Following their attendance their experiences and learnings presented at a knowledge sharing event.

Spreading the Word

The Department of Treasury and Finance promotes the adoption of better procurement practices of people outside the Department. There's a program for people in other Government agencies working in non-procurement roles and a series of information sessions for business on how Government's procurement processes work.

Professional Advisory Services (PAS) workshops were created to assist the people working in Government agencies to develop contracts for the provision of services. There are separate sessions on improving scoping and better contract management. These are intensive workshops for 20-25 people, with presentations by experts from the Government Procurement team. Participants at the PAS sessions regularly rate their satisfaction above the 85% benchmark.

The Better Buying sessions were designed to introduce people to purchasing in the WA public sector. This includes presentations on the State Supply Commission's policies and the guidelines for purchasing aimed at people new to buying for government. We want to educate people so they can make 'value for money' decisions when purchasing on behalf of Government. Participants at a recent Better Buying session rated their satisfaction at 96%.

Smarter Tendering is a series of information sessions designed to assist businesses to understand the Government procurement process. These sessions are conducted 5 times a year and about 80 people attend each session.

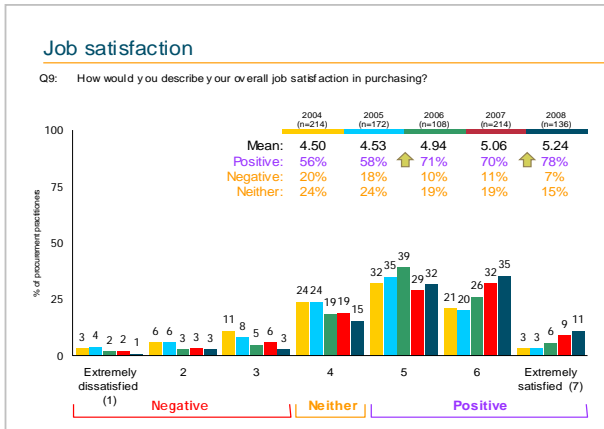
All of the above programs are run and delivered by DTF's people. This provides them with an excellent opportunity to develop their own professional skills.

Delivering Excellence

The Department of Treasury and Finance's commitment to developing its people has paid off in a number of ways. Key indicators include satisfaction with our procurement services and the views of our people.

People in the Department of Treasury and Finance report a high level of job satisfaction, compared with surveys before the procurement reform program. From a humble score of 56% at the start of the program, the

job satisfaction expressed by procurement people has increased steadily over the years. In the latest survey, 78% of respondents reported a positive job satisfaction score.



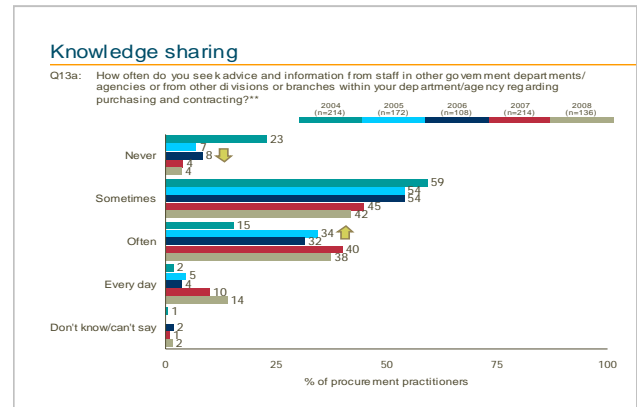
The following table shows how the satisfaction of procurement people with a range of personal development indicators has improved over the life of the procurement reform program.

Procurement Environment

% Positive Ratings	2004 Report	2008 Report
Overall job satisfaction	56%	78%
Opportunities to use skills & abilities	62%	71%
I feel motivated to do my work well	68%	72%
In the past year I have had opportunities to learn & grow at work	58%	69%
Someone at work encourages my development	49%	67%
Professional development opportunities	50%	64%
Career path	40%	60%

The survey results demonstrate that there has been an improvement in a number of areas. This includes job satisfaction and the motivation for our procurement people to do their work well. There is greater satisfaction with the opportunities to develop skills and to put them into practice. There is also greater satisfaction with the career path within the procurement profession. We still have a long way to go, but these results are encouraging and support the direction of the ongoing people development program.

An indication of the success of our team building and personal development program is the significant increase in the level of knowledge sharing by our procurement professionals.

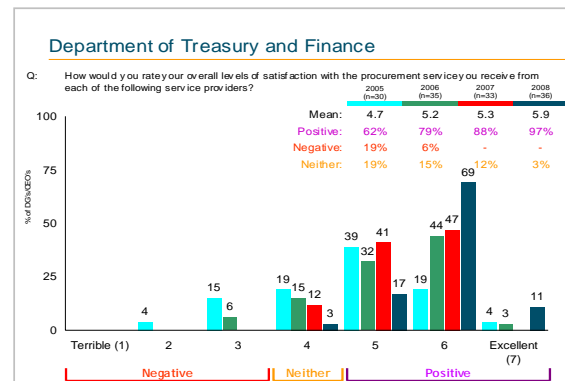


At the start of the Procurement Reform program, 23% of respondents said that they were **never** contacted for their advice or experience. In the latest survey, 38% said they often had the chance to share their procurement knowledge and 14% said they were consulted every day.

Satisfaction with the level of knowledge sharing has increased from 33% when the program started to 69% in the latest survey.

Another indication of the program's success is the satisfaction of our stakeholders with the procurement services we deliver.

There are many indicators that support the view that our stakeholders have never been happier. This chart demonstrates the satisfaction of the senior executives and CEOs of our client stakeholders. Please note the progress from the 62% satisfaction levels in the first survey to 97% in the latest.



Summary

Government Procurement's people development program has been an investment that has paid off in many ways. The satisfaction of people working in Government Procurement has significantly improved. Our clients share the benefits of a motivated and qualified team, proud of their growing profession. And the government has benefited from an outstanding procurement reform program that has delivered hundreds of millions of dollars in savings.

For further information about this submission, please contact Mike King, A/ Director of Procurement Systems and Standards, Government Procurement on (08) 9222 5195.