



HONORABLE MENTION

McGill University



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McGill Satellite Procurement Operations – A Customer-Centric Approach

In 2009 McGill implemented its Satellite Procurement Operations model, which places dedicated procurement professionals (known as Satellite Buyers) within university faculties and units that undertake major volumes of mission-critical and high-risk procurement activities. Its goal is to improve customer service and strengthen the impartiality of the procurement process, while optimizing resources by strategically locating them at the operational level. Satellite Buyers interact directly with management and administration, which helps them to better understand opportunities and constraints with regard to sourcing practices. The faculty or unit profits from access to dedicated procurement expertise adapted to the complexity of their operation, while procurement’s relationship with suppliers can be managed more effectively as the Satellite Buyer gains insight into the intricacies of the unit’s operation and supplier base.

The response to this model has been very positive: communications between finance, procurement and other departments has improved, and significant cost savings have been realized. This model can be implemented by any institution. McGill has created, and is happy to share, a sample job description for the Satellite Buyer as well as a Service Level Agreement template and funding strategies that can be applied to this model.

For further information on this project, please contact:
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Mount Allison University



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A win-win project for the Town of Sackville and Mount Allison University

Mount Allison University is Sackville, New Brunswick’s main employer. As a small town with approximately 5000 inhabitants, Sackville’s IT needs were not being met efficiently or cost-effectively by hiring consultants who had to travel to the town to complete routine work. The town approached the university with the idea of a cooperative, mutually beneficial agreement. A one-year contract was negotiated wherein the university would hire one additional staff member in its IT department whose salary would be paid by the town. In turn, Sackville would receive 0.5 FTE of IT services drawn from all areas of expertise as various projects required. The University’s projects would benefit from the other 0.5 FTE at no additional cost.

The results speak for themselves. Projects for the town were implemented at a cost savings of approximately 50%, while the university benefited from an additional 920 hours of staff time to complete university projects (a 2.5% improvement in productivity). A new open-ended contract has been signed to continue the arrangement. This idea can be easily implemented at any other institution, with no specialized systems or applications necessary in order to make it happen.

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