

DOAS Receives Governor’s Award for Top-Notch Leadership and Process Improvement

Congratulations are in order for some DOAS employees who were honored with the Governor’s Commendation for Excellence in Customer Service in January. DOAS’s own, Commissioner Brad Douglas received the Outstanding Customer Service Leadership Award, followed by the team responsible for launching eQuote Phase II, received the Outstanding Process Improvement Award. In both cases, the prestigious awards are recognition for above-the-bar service and are demonstrative of DOAS’ enduring commitment to enacting the Governor’s plans for a new Georgia.



Commissioner Brad Douglas, who is flanked by Lonice Barrett and Joe Doyle, accepts his Outstanding Customer Service Leadership Award.

A special, limited attendance ceremony for the DOAS employees was held in the Floyd Room (floor 20) in the Floyd Building West Tower. After the ceremony, the honorees participated in a photo opportunity with Governor Perdue at the Capitol west staircase. A Capitol tour for ceremony guests hosted by the Secretary of State’s Office closed out the event.



Business Analyst Novella Peters accepts the Outstanding Process Improvement Award on behalf of the eQuote team. Pictured (left to right): Lonice Barrett, Commissioner Brad Douglas, Novella Peters, Kelly Loll-Jones, Assistant Commissioner Tim Gibney, and Joe Doyle.

The DOAS winners were selected out of more than 700 nominations from approximately 50 agencies. The nomination pools for this accolade have increased steadily such that this quarter’s nominations are among the “largest and most competitive groups to date.”* To learn more about the Governor’s customer service initiatives, go to <http://team.georgia.gov>



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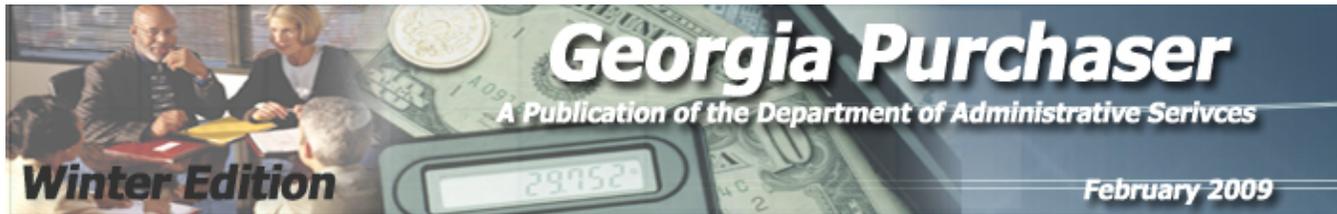
About Brad Douglas...

It took three short years, but Commissioner Douglas has achieved the impossible: he has significantly changed the culture of DOAS in ways that motivate his internal customers to deliver quality service to his external customers. DOAS has become an all around learning organization, where increased communications, training and superior customer service are commonplace. State Purchasing employees enjoy a number of newly-established resources that include: 1) a library to study for professional certification exams, 2) continual support from a chief learning officer, knowledge center director, and training officer, and 3) access to more than a dozen courses available through classroom training and webinars (which more than 2,000 suppliers and agencies enjoy as well). Under the tutelage of Commissioner Douglas, employees are experiencing professional and personal rewards that have contributed to the quality of service given to DOAS customers.

Brad's support of customer service has been on-going instead of just at "kick-off," and he has the track record to prove it. His innovation has resulted in many firsts for DOAS, including superior ratings of customer service. He was one of few to assign a full time Customer Service Champion to his agency and went to great lengths to make customer service a visible organizational priority, by translating it into concrete terms, to be rallied around, executed and measured. Outreach activities, customer service councils, focus groups, and the use of customer advisors on the front-end and throughout various phases of projects, have all become standard operating procedure. These actions have supported the following achievements: 1) frequent compliments for friendliness, courtesy and responsiveness in the "How's My Service" feedback system, 2) being the first and only government agency to qualify to compete in the worldwide 2008 Service Star Reality Show, and 3) in one year, DOAS more than doubled its customer satisfaction ratings agency-wide. In short, Brad has forged a benchmark of leadership that is a testament to the benefits of superior service to the customers of Georgia.

About the eQuote Team ...

With a program which boasts large increases in customer access and usage, along with record-setting efficiency, convenience and cost-savings since its March 2008 re-launch, it is no wonder that the eQuote team is receiving praise on such a distinguished level. For more than a year, the cross-functional team worked diligently to re-launch the electronic procurement sourcing tool, transforming it from a simple tool for small value bids into a robust electronic quote program offering enhanced functionality and staggering process improvement performance. In late March 2008, DOAS had already surpassed process improvement standards (399 eQuotes were awarded with contract amounts averaging just under \$12,500) for the entire calendar year of



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2007. Latest estimates show that more than 1,421 eQuotes have been awarded between March and December of this year, with an average contract amount of \$22,012. Moreover, while end-users enjoyed a total cost avoidance of more than \$755K last year, March through December 9, 2008 has brought a cost-avoidance of \$14.9M. Put simply, the combined efforts of the eQuote team have helped to push the State of Georgia strides above others in the statewide utilization of electronic sourcing tools; and it is these tools that support the State's mission to provide faster, friendlier, easier service to its external customers.

eQuote Team Members:

- **Mirna Barker**, Chief Learning Officer, State Purchasing Division (SPD), Professional Development
- **Madhavi Bhagam**, Computer Systems Analyst, Administration/Information Technology
- **Daren Duncan**, Information Technology Manager, Administration/Information Technology
- **Hugh Farley**, Vendor Relations Manager, SPD, Vendor Relations
- **Donna File**, Process Improvement and Audits Manager, SPD/Process Improvement
- **David Hunsberger**, Programmer, Administration/Information Technology
- **Divakaran Nepurayil**, Computer Systems Analyst, Administration/Information Technology
- **Novella Peters**, Business Analyst, SPD/Procurement Applications
- **Gayle Porster**, Purchasing and Process Specialist, SPD/Professional Development
- **Tammy Strong**, Programmer, DOAS, Administration/Information Technology
- **Mae Toombs**, Customer Service Specialist, SPD/Procurement Applications
- **Mary Zirock**, Purchasing and Process Specialist, SPD/Professional Development

* Change Management Program Director Kevin Gecowets, Governor's Office of Customer Service