Table Department of Education and Training performance in 2019–20

Extract from Victorian Government Purchasing Board Annual Report 2019-20

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| --- | --- | --- | --- | --- |
| Performance measure | | 2017–18 | 2018–19 | 2019–20 |
| (%) | | |
| **Value created from department procurement activity** | | **3.5** | **4.2** | **8.9** |
| Staff awareness of budget pressures and greater acknowledgment of negotiation's place in the procurement process has improved this score. Savings targets have now been included in professional development goals for specialist procurement staff. DET also had one project that made significant savings, which increased the overall score this year. | | | | |
| **Managed spend** | | **n/a** | **n/a** | **49.7** |
| The Procurement Division managed 50 per cent of spend, which aligns with DET’s centre-led procurement model. | | | | |
| **Increase in procurement capability** | | **2.4** | **1.5** | **2.3** |
| DET increased procurement capability from 132 to 135 out of 150. DET uses a 70:20:10 model to support and guide team members to run sourcing events end-to-end, with peer reviews and support from managers, complemented by formal training to improve capability. Procurement has been more proactive at engaging with stakeholders, leading to this year-on-year increase in capability. | | | | |
| **Supplier satisfaction assessment** | **Successful satisfied** | **70** | **80** | **79** |
| **Unsuccessful satisfied** | **31** | **25** | **52** |
| Satisfaction of unsuccessful suppliers rose by nearly 27 per cent. Factors affecting this improvement include consistent offers to provide feedback and continually refining market approach documents based on feedback to make them clearer. DET had a 20 per cent response rate. One area for improvement is giving the market better timeline estimates. | | | | |
| **Planned procurement activity as a % of actual procurement activity** | | **52.8** | **51.9** | **46.7** |
| DET continued to engage with business areas before the business planning period, encouraging them to document and share procurement needs upfront when planning their programs of work. This year’s result was affected by the COVID-19 pandemic and this will likely continue in 2020–21. | | | | |