Table Department of Premier and Cabinet 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** | **6.6** | **0.3** | **1.9** |
| Current systems make tracking savings challenging to report. DPC anticipates transitioning to a new procurement application in 2021–22 that will improve savings reporting, cost avoidance and benefits tracking.  |
| **Managed spend** | **n/a** | **n/a** | **29.3** |
| This new measure was challenging due to data reporting gaps in the finance system, however new reporting capability is expected to be available in 2020–21. |
| **Increase in procurement capability** | **17.6** | **10.0** | **14.1** |
| Capability increased from 85 to 97 (out of 150). This increase came from implementing DPC’s VGPB audit recommendations including targeted training on probity, centralised recordkeeping and contract management, refined procurement processes and better communication of processes to staff, and ad hoc partnering with business units in response to common procurement information requests.  |
| **Supplier satisfaction assessment** | **Successful satisfied** | **78** | **84** | **100** |
| **Unsuccessful satisfied** | **25** | **66** | **75** |
| DPC has implemented a survey platform and process to enable live surveys to be sent out directly after the end of the procurement process. Supplier satisfaction has increased after acting on feedback from previous surveys including educating staff on the procurement market approach and more thorough review of invitation to supply documentation by the Corporate Procurement Team.  |
| **Planned procurement activity as a % of actual procurement activity** | **48.4** | **30.1** | **50.0** |
| DPC has increased communication with business units to capture better quality forward planning. It also introduced a dedicated Corporate Procurement Team resource to proactively monitor and maintain activity plans.This performance measure was affected by the need to respond to bushfires and COVID-19 as business strategies changed and several planned procurements were cancelled.  |