Table Department of Justice and Community Safety performance in 2020-21

Extract from Victorian Government Purchasing Board Annual Report 2020-21

|  |  |  |  |
| --- | --- | --- | --- |
| Performance measure | 2018–19 | 2019–20 | 2020–21 |
| (%) |
| **Value created from department procurement activity** | **17.3** | **10.0** | **4.7** |
| DJCS recorded an increase in savings of $20 million compared with 2019–20, but total spend increased in 2020–21, which is reflected in this lower percentage. |
| **Managed spend** | **n/a** | **–** | **76.0** |
| The re-organisation of the procurement function and the work to establish a category management operating model has influenced the rate of managed spend reported in 2020–21. New system tools have enabled Procurement Services to review the department's spend and inform its procurement strategy and direction. |
| **Increase in procurement capability\*** | **−1.7** | **2.6** | **5.9** |
| Procurement Services capability improved this year with noted improvements in the areas of risk identification and management, alignment of skills needed by staff with procurement objectives, accuracy of expenditure reporting and tracking, active management of supplier relationships throughout the procurement process, and performance management of the procurement function.  |
| **Supplier satisfaction assessment** | **Successful satisfied** | **100** | **69** | **90** |
| **Unsuccessful satisfied** | **0** | **33** | **50** |
| To improve performance in this area, DJCS continued to centrally coordinate and distribute survey invitations soon after the end of the procurement process. DJCS’s overall communication and engagement with suppliers improved, along with the overall number and response rate of suppliers participating in the 2020–21 satisfaction survey. DJCS will continue to ensure it provides clear information and communicates regularly with suppliers throughout next year.  |
| **Planned procurement activity as a % of actual procurement activity** | **24.0** | **24.9** | **17.6** |
| DJCS needed to reprioritise activities under the State of Emergency, leading to a decrease in this performance measure. Greater adoption of Jira by Procurement Services staff and the introduction of work pipeline reporting as a standing item in senior leadership meetings enabled issues to be tracked and drove more strategic management of procurement activities overall. Under the new category management operating model, DJCS will have more oversight of new and larger value procurement activities. |

\* Procurement capability scores were reported incorrectly in 2018–19 and 2019–20. These scores have been revised.

Refer to *Table 11: Performance measure methodology* in the compliance section for a definition of performance measures.