Table Department of Transport 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** | | **4.8** | **2.2** | **4.5** |
| DoT increased procurement involvement at the start of the procurement process ensuring DoT Procurement is involved in commercial decisions and negotiations. A savings register has been created and is regularly populated by procurement managers. A DoT Efficiency and Refinement Committee has been established to identify saving opportunities. | | | | |
| **Managed spend** | | **n/a** | **79.8** | **78.8** |
| DoT Procurement continued to perform well, managing about 79% of the department's spend. For strategic projects, DoT Procurement will be embedding resources to ensure that Procurement is involved in commercial decisions and negotiations. | | | | |
| **Increase in procurement capability** | | **5.8** | **18.7** | **1.4** |
| DoT has seen a year-on-year increase in procurement capability. This year, DoT was focused on implementing its eProcurement system, Zycus, which will help with tracking and managing savings. Procurement training is mandatory for financial delegates and will be implemented in 2021–22. DoT Procurement also rolled out a full suite of procurement, probity and procurement legal training across the business and internally within the Procurement Division. | | | | |
| **Supplier satisfaction assessment** | **Successful satisfied** | **96** | **69** | **82** |
| **Unsuccessful satisfied** | **24** | **26** | **22** |
| DoT improved communication with suppliers and facilitated industry briefing sessions and tender debriefs.  These results are based on a low survey response rate from suppliers with surveys sent at the end of the year. Next year, surveys will be sent to suppliers on a quarterly basis to increase response rates. | | | | |
| **Planned procurement activity as a % of actual procurement activity** | | **66.7** | **10.5** | **11.6** |
| With COVID-19, many planned procurement activities did not occur, but there was a small improvement due to DoT Procurement facilitating better planning with business areas to develop a more rigorous forward activity plan focused on business needs and expiring contracts. DoT is focused on achieving more savings next year, with pre-planning required to drive value. | | | | |

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