

**2000 Planning Summary
for
Administration and Finance
Department: Purchasing Services**

Goal	Indicators
1. Enhance Customer Service	<ul style="list-style-type: none"> • Incorporate Customer Service Surveys into Campus contracts • Promote the use of our web-based on-going customer surveys. (customer services and vendor performance surveys)
2. Training and Staff Development	<ul style="list-style-type: none"> • Encourage and support training opportunities through technology classes, professional workshops and in house training utilizing the Computer Based Training media
3. Maintain a key role in the development of the new purchasing system	<ul style="list-style-type: none"> • Participation on development and advisory committees for the new system
4. Marketing and Image	<ul style="list-style-type: none"> • Continue to enhance and utilize our web site as a pivotal campus resource; participate in and/or moderate campus wide committees and strategies; promote our accomplishments and services via CampusScape, and jagnews; organize and host campus customer and vendor events,
5. Improve and expand Minority Business Opportunities at IUPUI	<ul style="list-style-type: none"> • Continue to emphasize to our staff the need to educate the campus departments of the MBE skill sets and services that are available locally and in the state and encourage the use of MBE's when the opportunity is appropriate.