# Assessment Plan – Administrative and Academic Support Unit Level

## Department/Unit:
Office of Supply Chain Management

## Assessment Coordinator:
Aly El-Araby

## Date:
November 2009

## Mission Statement:
The mission of the AUC Supply Chain Management Office is to provide optimum-quality services by aligning resources to define and satisfy the diverse needs of AUC students, faculty, and staff through the acquisition and management of materials, services and resources, in accordance with the University’s mission and its highest standards of ethics and integrity.

## Expected Outcomes:
Something the department or unit wants to achieve; desired end results for the organization or program, rather than actions. 3-5 ideal, maximum 10.

## Assessment Methods:
What factors, variables, or elements will you measure to gauge your success at reaching your expected outcome?

## Targets/Benchmarks:
For each of these indicators, what is the minimum result, target, benchmark, or value that will represent success at achieving this outcome?

## When Will Assessment Be Conducted and Reviewed?
How and when will you collect and analyze results?

## Use of Results:
How will you use results for planning, improvements, and decision making?

<table>
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<tr>
<th>Expected Outcomes:</th>
<th>Assessment Methods:</th>
<th>Targets/Benchmarks:</th>
<th>When Will Assessment Be Conducted and Reviewed:</th>
<th>Use of Results:</th>
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</thead>
<tbody>
<tr>
<td>The AUC community receives purchased equipment and supplies in a timely way with optimum quality and cost for value.</td>
<td>1. Average processing time for approved requisitions 2. Lead time from receiving goods at AUC warehouses to delivering to the end-users, for international purchases. 3. Lead time for delivery of locally purchased items. 4. Monitor the market price for frequently-purchased items.</td>
<td>1. Maximum 5 working days to issue the related purchase order. 2. 90% of received goods at warehouses to be delivered to end-users within 1-2 working days from receipt of item at warehouse. 3. 90% of items delivered within one week of issuance of purchase order. 4. 90% of purchased items have the lowest available price for value.</td>
<td>1. Monthly report for each purchasing delegate. 2. Quarterly report 3. Quarterly report 4. Bi-annually report stating price history.</td>
<td>Results will be used to improve purchasing and delivery performance, by additional training to staff, and/or redistribution of duties if required.</td>
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<tr>
<td>External vendors receive outstanding customer service and are paid in a timely and efficient fashion.</td>
<td>1. Lead time from receiving vendor’s payment request to payment receipt by vendor. 2. Vendor feedback survey</td>
<td>1. 90% of payment vouchers are submitted to the Controller within 1-2 working days of receipt of invoice. 2. 90% of vendors report that they received payment in a timely and efficient fashion.</td>
<td>1. Quarterly report stating lead time between goods receipt date and invoice processing date. 2. Annual vendor survey</td>
<td>Results will be used to improve the customer service relationship between SCM and external vendors.</td>
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<td>The AUC community is provided with the information and tools they need to comply with SCM policies and</td>
<td>1. # of hits on SCM website. 2. # of orders not in compliance 3. Attendance at workshops.</td>
<td>1. Increase of # of hits by 10% annually. 2. Less than 10% of orders not in compliance with SCM policies and procedures</td>
<td>1. Annual report 2. Monthly report 3. Bi-annual workshops.</td>
<td>Results will be used to improve the compliance of AUC community to SCM policies and procedures.</td>
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| procedures. | 3. Attendance at workshops represents at least 60% of AUC departments and units. | 1. Discrepancies between physical inventory and SAP records.  
2. # of violations of movement of physical assets without authority or recording. | 1. 85% matching.  
2. Less than 10 violations per semester | 1. Annual as well as random physical inventory.  
2. Semester report. | Results will be used to improve the control the movement of capital equipment and furniture. |

The university's movable capital equipment and furniture is safeguarded.