

PURCHASING & CONTRACT SERVICES

“Here to Help”

Strategic Procurement Roadmap

Business Day, November 12, 2025

 University at Buffalo
Division of Finance and Administration



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I. Organization Strategy



Business Services Strategic Themes



Resource Allocation



Data Driven
Decision Making



Process Optimization
& Performance Metrics



Belonging
& Inclusion



Talent Management
& Development



Sustainability
Integration



Cross Unit
Collaboration



Special Interest
Groups



Integrated
Communication
Strategy



Stakeholder
Engagement /
Feedback loops



Brand Management
and Storytelling



Emergency
Protocols

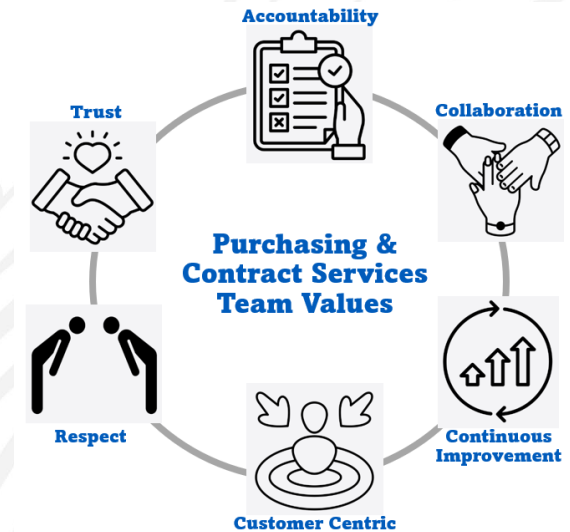
Purchasing & Contract Services Strategic Pillars:



**Category
Subject Matter
Expertise**



**Strategic Analysis
& Process
Improvements**



**Team Values
for Service
Excellence**



Category Subject Matter Expertise



- **Promote engagement** and business inclusion opportunities to increase our diverse spend and local economic impact.



- Transform from a reactive approach to a proactive approach to **promote sustainable procurement**.



- Upgrade from serving as UBO liaisons into **consultative business partners** to foster innovation, solve problems and drive value.



- Develop procurement outreach programs and a **supplier relationship model** that aligns with institutional priorities.



Strategic Analysis & Process Improvements



- Create **metrics** and key performance indicators to drive internal and external efficiencies and savings.



- Optimize and invest in technology to **automate processes**, improve customer service and strategic decision making.



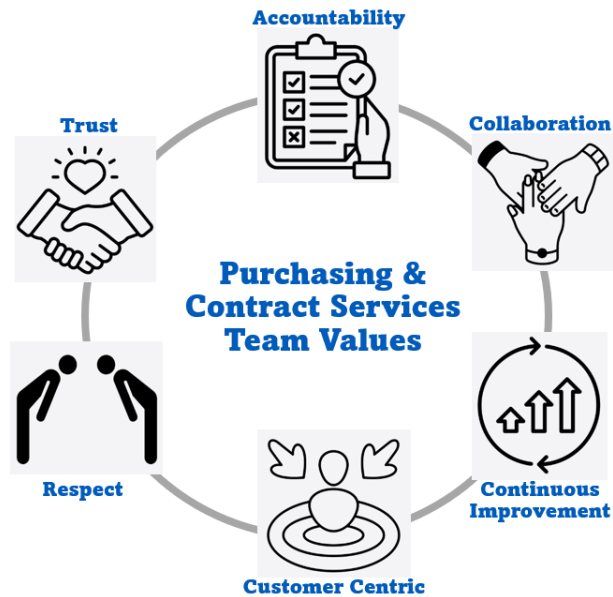
- **Streamline the website** and provide timely, clear and concise updates to reinforce with our stakeholders that we are “here to help.”



- Develop communication, training and system testing standards that **ensure transparency and stakeholder input.**



- Maintain and grow our **standards** in contracting and supplier management to ensure workplace safety and minimize disruptions.



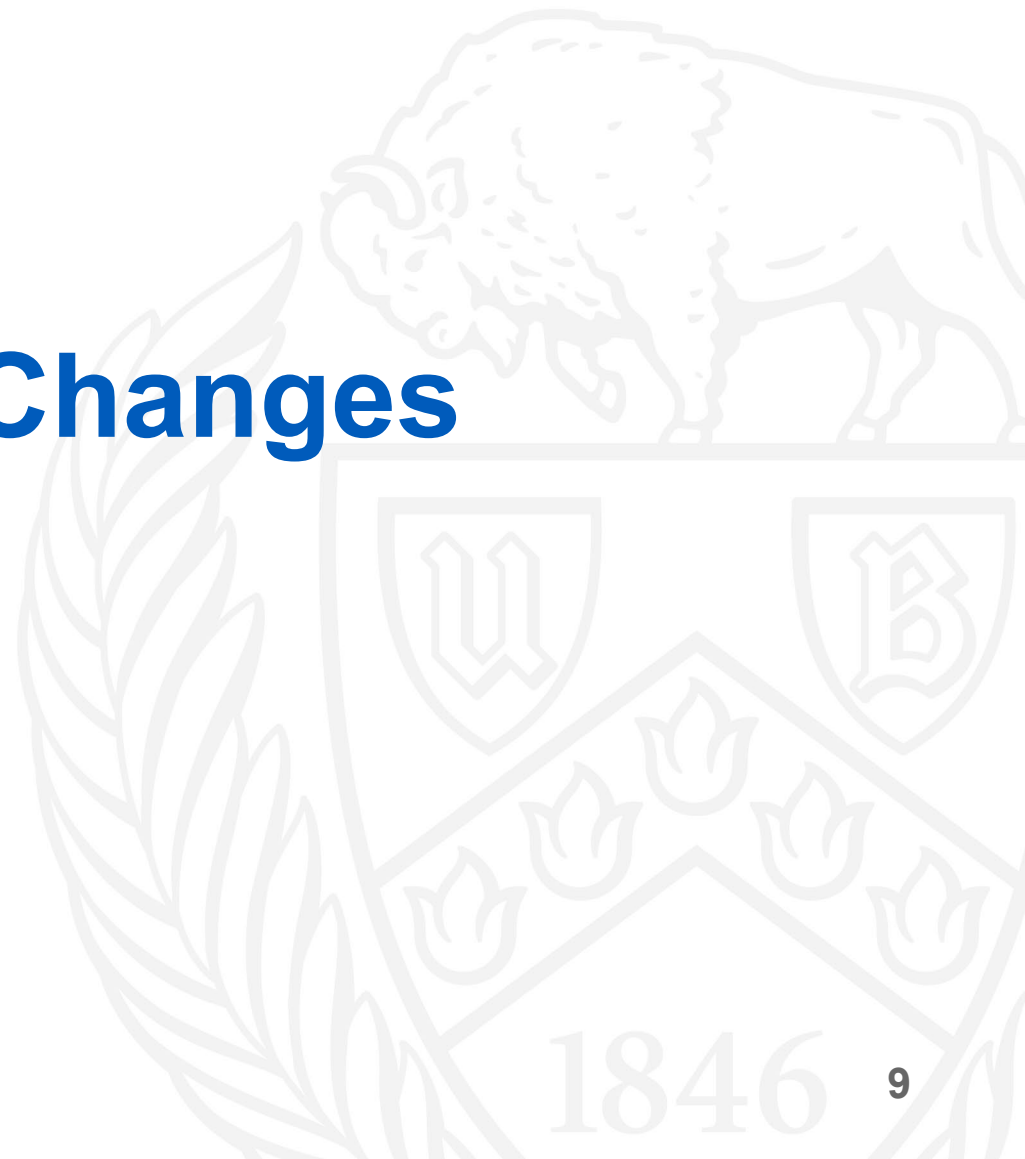
Team Values for Service Excellence



- Establish and continuously improve an **organizational model that delivers excellent service** and creates career opportunities.
- Create an **inclusive culture** that values learning, embraces technology and encourages engagement to attract and retain talent.
- **Tap into our creativity** to highlight UB's procurement excellence within SUNY and amongst peer organizations to build credibility.

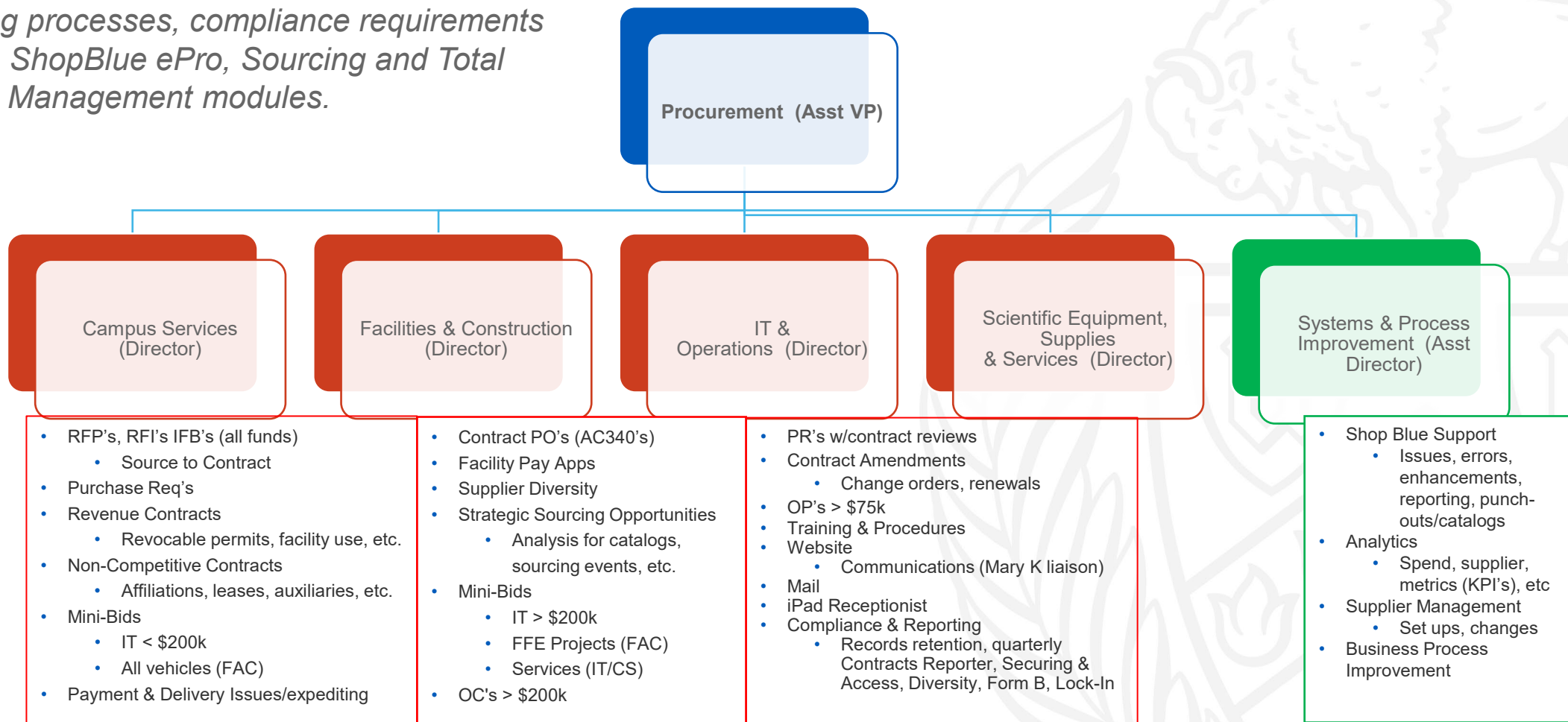


II. Organizational Changes



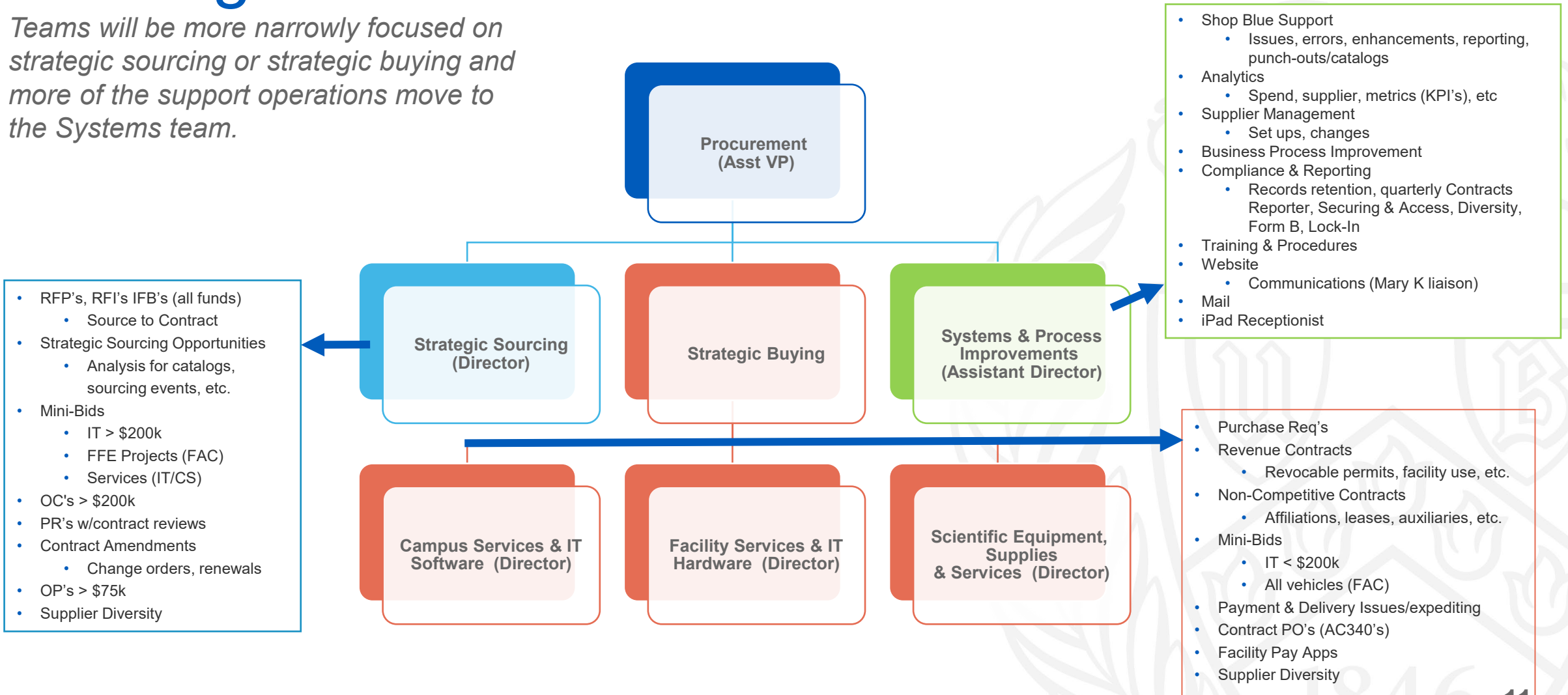
Past Organization

Teams must learn and master all of the sourcing and buying processes, compliance requirements plus learn ShopBlue ePro, Sourcing and Total Contracts Management modules.

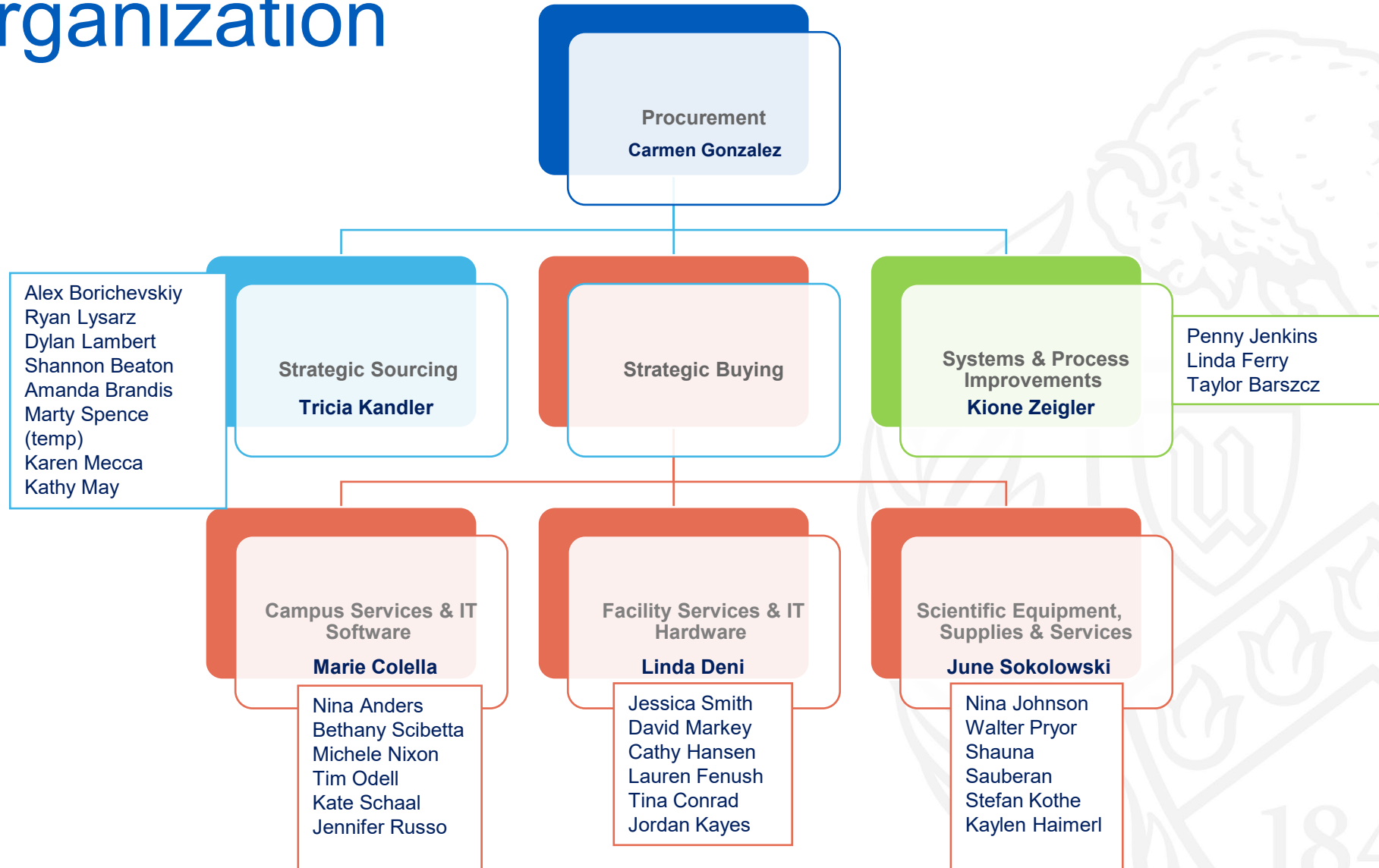


New Organization

Teams will be more narrowly focused on strategic sourcing or strategic buying and more of the support operations move to the Systems team.



New Organization



KPI's to Support to Structure

Cycle Times

- Bid start date to bid release date
- OSC submission to approval time
- PR to PO

Contract State Approval Stats

- % approved 1st attempt for AG
- % approved 1st attempt OSC

Spend Management

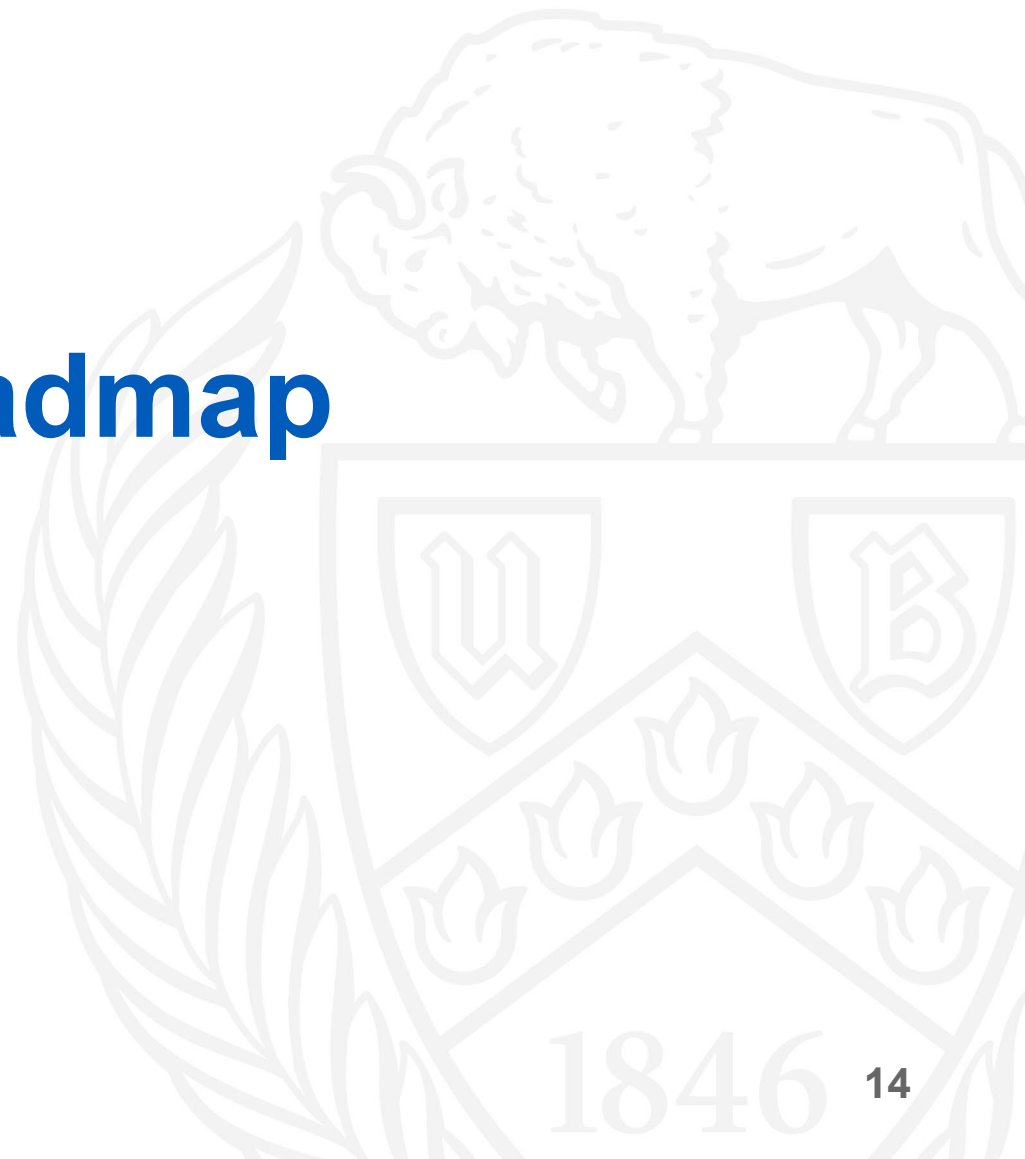
- Cost savings
- % on contract
- % on catalogs
- % MWBE/SDVOB

Customer Service

- UBO Feedback
- Active Users Survey



III. Strategic Roadmap

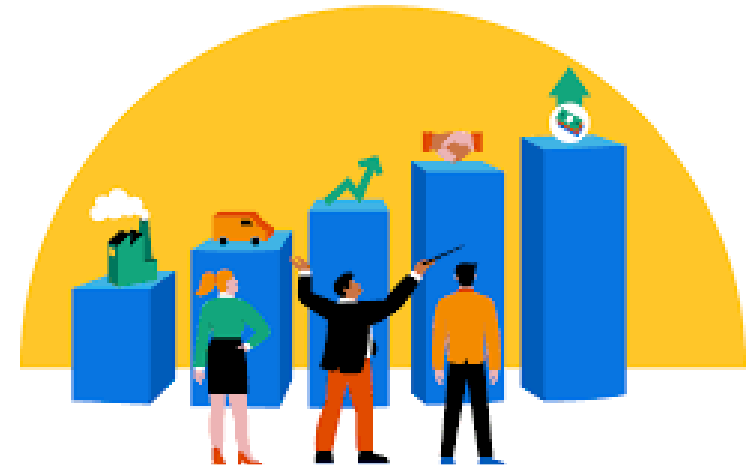
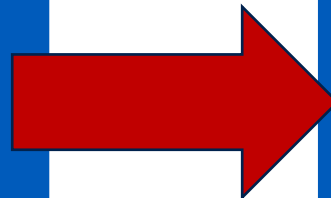


Transform from Tactical to Strategic



PURCHASING & CONTRACT SERVICES

An organizational function responsible for acquiring goods and services through ethical, efficient, and compliant procurement practices.



STRATEGIC PROCUREMENT

A comprehensive approach to acquiring goods and services that aligns procurement activities with an organization's broader strategic objectives and long-term vision.

4 Key Principles of UB Strategic Procurement

1. Mission-Driven & Compliant

Reinforce UB's academic and research mission while ensuring full compliance with SUNY, RF and NYS policies—emphasizing **transparency**, **accountability**, and **ethical stewardship**.

3. Technology-Driven

Optimize **ShopBlue**, **analytics**, and **automation** to support data driven decision making, enhance service, streamline processes, and improve source-to-pay visibility.

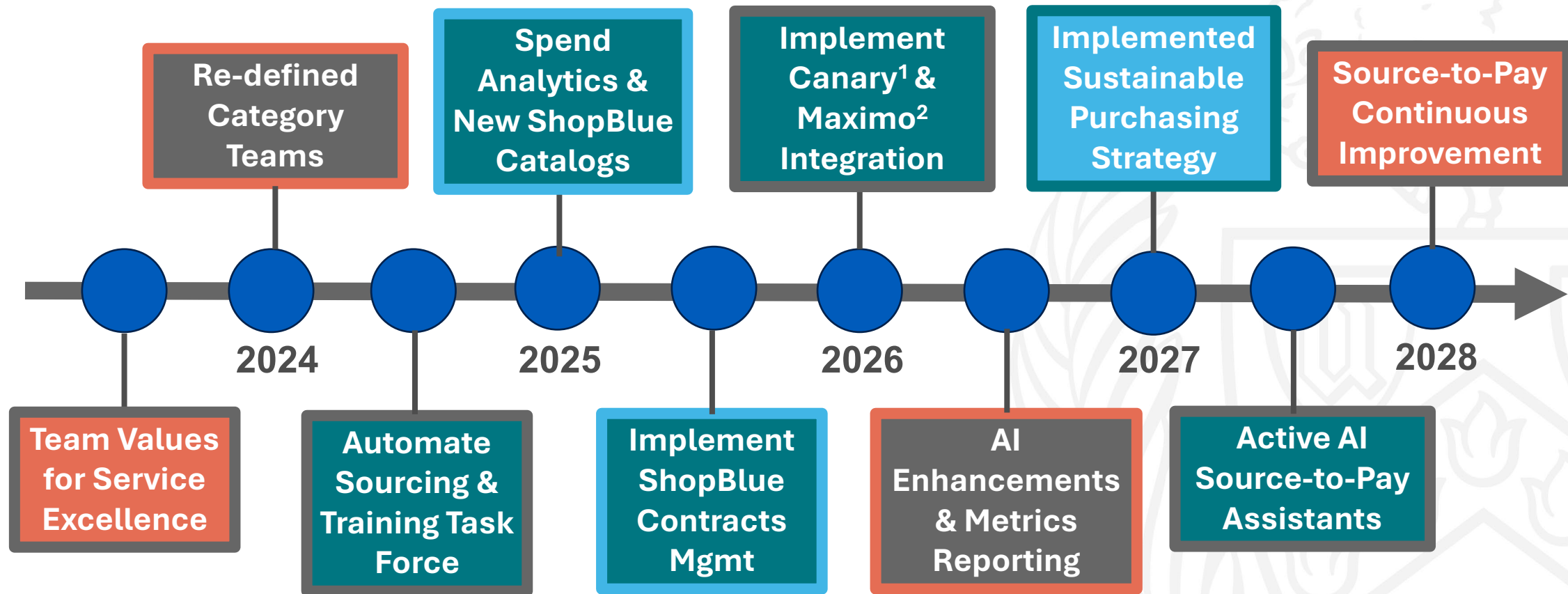
2. Local, Inclusive, & Sustainable

Engage diverse suppliers, support local businesses, and source **eco-conscious products** aligned with NYS regulations and UB's Climate Action Plan.

4. Innovative & Continuously Improving

Foster **stakeholder collaboration**, **supplier relationship management**, **category expertise**, and **process optimization** to drive innovation and long-term value creation.

The 2024 – 2028 Strategic Journey

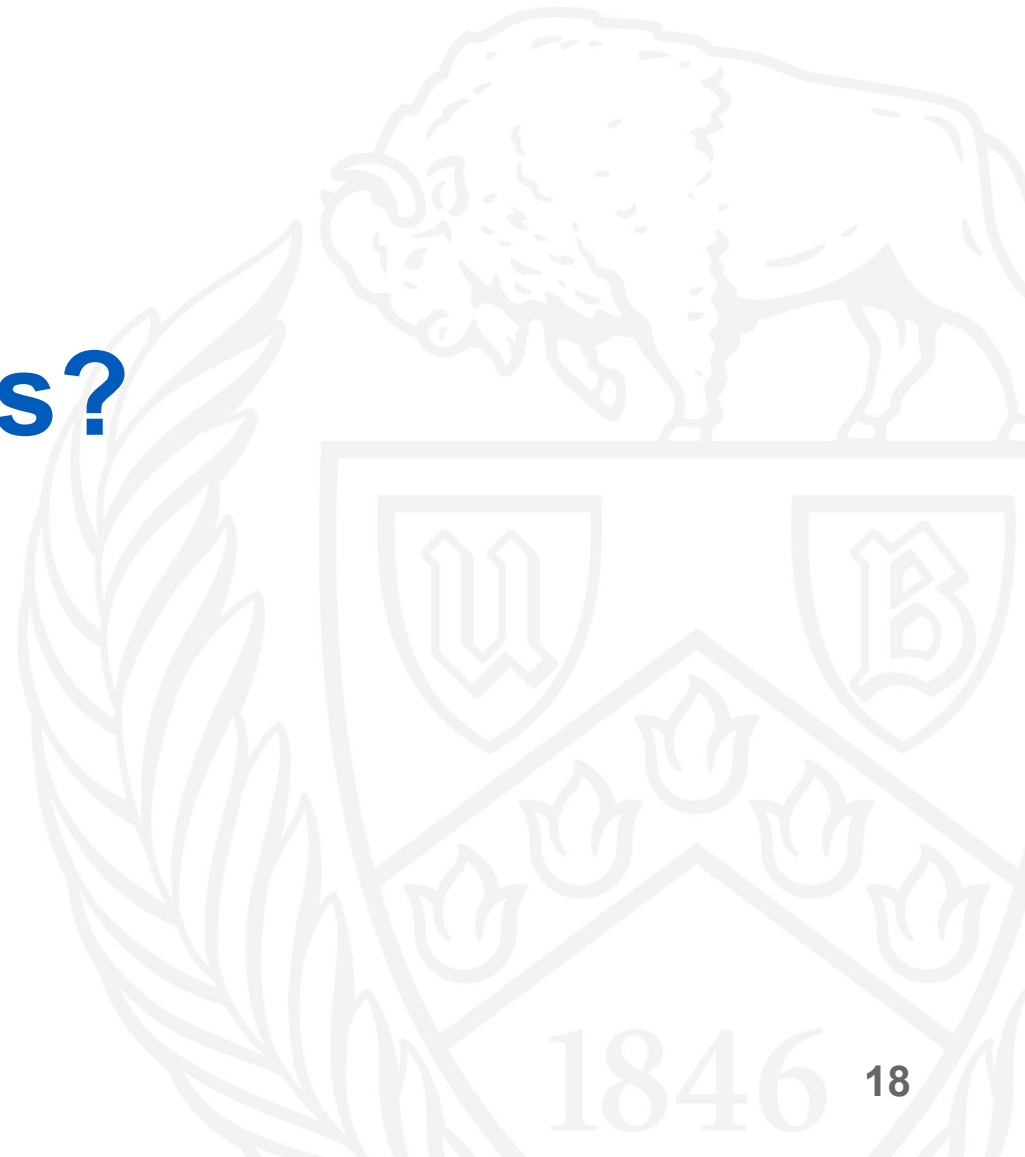


1. Canary is supplier performance management system.

2. Maximo is UB's Facilities/Construction Management system that will be integrated with ShopBlue.



IV. Questions?



How did I do?

**Complete the session survey
using your smart device:**

Scan the QR code provided on
your schedule.

OR

Scan the QR code shown here.

