### Administrative Excellence Advisory Committee

**Date:** Thursday, April 19, 2012  
**Start/End Time:** 10 am to 11:30 am  
**Location:** 260 Bascom Hall

| Present: | Members: JoBeth Dudley, Bethany Pluymers, Nicholas Brigham Schmuhl, Heather McFadden, Tamara Walker  
Ex Officio: Dorothy Steele, Martha Kerner, Don Miner, Mark Sweet (for Kim Moreland), Bruce Maas, John Krogman  
Invited Guests: Provost Paul DeLuca, members of the Office Supplies and Computer Bundles teams  
Staff: Alice Gustafson (Project Manager), Scott Hildebrand, Eden Inoway-Ronnie, Maury Cotter, Dan Koetke  
Huron Consultants: Adam Fennel, Laura Cox |

| Unable to attend: | Brad Barham (Chair), Mark Bugher, Irwin Goldman, Anne Mekschun, Julie Underwood |

#### ----- MEETING NOTES-----

**Welcome**
Alice Gustafson welcomed Tamara Walker and Martha Kerner to the Advisory Committee. Tamara succeeds Aaron Crandall in the classified staff position. Martha, the new assistant vice chancellor for business services, succeeds Don Miner as an ex officio member. Alice also thanked Don for his service.

**Wave 1**
Alice said the Advisory Committee will hear today from the Office Supplies and Computer Bundles work teams. She said the next step for these two teams will be to take their recommendations to the Administrative Excellence Steering Committee.

**Team Updates – Office Supplies**
Tammy Starr, team lead for the Office Supplies Work Team, presented an update of the team’s work. Tammy said the team’s goal is to maximize institution-wide savings by implementing strategies to consolidate vendors, leverage scale and substitute purchases for commoditized options without sacrificing service levels. Simply put, she said, the goal is to “look at office supplies across campus and see how we can save money.” The team’s methodology includes reviewing data from Huron’s phase 1 work, defining office supplies, researching demand management at other universities, surveying stakeholders, and finalizing a business case. The team found that purchasing policies and processes are not clear to campus users and opportunities exist in standardization, vendor consolidation and green initiatives. The team is recommending standardization of office supplies, use of remanufactured toner and vendor consolidation. The financial impact of the team’s proposed solution is estimated at $883,000 in...
the first year. That amounts to about 15% of the office supply spend. Tammy said a comprehensive communication plan will be needed to implement the proposed solutions. Advisory Committee members agreed that communication will be crucial to the recommendations’ success. Bruce Maas said it needs to be part of on-boarding for new employees as well as ongoing training. Bethany Pluymers praised the team’s work and said the savings are “real dollars.” She said resistance to the recommendations can be expected so how they are rolled out is critical.

**Computer Bundles**

Brian Busby, team lead of the Computer Bundles Work Team, presented on the work of his team. Brian explained that the team’s goal is to identify a suite of no more than four competitively priced standardized desktop and laptop computer bundles with a single vendor for administrative use campus-wide. Brian also described the current state of computer bundling. He said the campus purchases desktops and laptops from two primary vendors, Dell and Apple, but not exclusively. He said data shows that bundles are currently being purchased but not in a coordinated manner. Total estimated spending in Fiscal Year 2011 on desktops and laptops was $8.7 million. Describing the team’s proposed solution, Brian said the team is recommending a single vendor for computer purchases, but not exclusively. It is recommending that bundles be associated with two vendors so there is still savings even if we are not a single-vendor school. The team also is recommending the establishment of a technical advisory group with responsibility for bundle configuration creation and maintenance, a computer bundles program communication plan, establishment of metrics for oversight, and promotion of a unified storefront for vendors. The financial impact of the team’s proposed solution is up to $3.6 million in savings over five years. In response to a question, Brian said the savings projection assumes an 80% level of campus adoption. Heather McFadden said it’s more accurate to say we want a preferred vendor, not a single vendor. Bruce Maas asked if there would be competition in the future. He said Michigan wanted to stick with one vendor, but it would not match another vendor’s pricing.

**NEXT MEETING WILL BE:**

10 a.m. Thursday, May 3, 2012  Room 260 Bascom