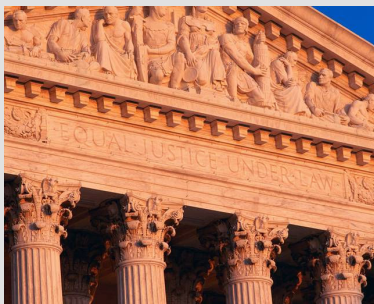


Summary Points:

- ASR understands the difficult challenges that Federal Procurement officials are dealing with on a daily basis.
- Our solutions result in process improvements, more satisfied customers, and better delivery of information to employees throughout your organization.

Sound Bites:

- “The federal government has a responsibility to...develop and implement innovative approaches to conducting the business of government. There continue to be a number of challenges associated with today’s federal acquisition environment — including a large and persistent budget deficit; rising public expectations for government results and enhanced responsiveness; contentious, complex, and rapidly evolving national problems; and a number of high-risk management areas in the government that have been present for many years.” (GAO)



ASR Analytics LLC

Enhancing organizational efficiency and customer satisfaction through procurement process improvement.

Background

Acquisition of products and services from contractors consumes roughly one quarter of discretionary spending government-wide, and is a key function in many federal agencies. In fiscal year 2005 alone, federal government contracting accounted for more than \$388 billion in expenditures. The work of the government is increasingly being performed by contractors, including emergency and large-scale logistics operations such as hurricane response and recovery, and the war in Iraq. Many agencies rely extensively on contractors to carry out their basic missions.

The magnitude of the government’s spending and dependence on contractors make it imperative that the Federal Acquisition (Procurement) function be performed as efficiently and effectively as possible. Yet, acquisition issues are heavily represented on GAO’s list of government high-risk areas. In the 21st century, the government needs to reexamine and evaluate its strategic and tactical approaches to acquisition.

Excerpt from GAO Report, [GAO-07-45SP - Federal Acquisition Forum](#), October 2006

Key Challenges

There are many challenges confronting Procurement executives throughout the Federal Government. Some key challenges include:

- Improving customer service
- Enhancing process efficiency
- Helping contract officials understand which services may be contracted out
- Helping contract officials select the appropriate acquisition method

ASR’s Services and Solutions

ASR is helping to improve Federal procurement practices by delivering the following services:

- **Customer Satisfaction Surveys:** ASR designs and implements customer surveys, to help Procurement Offices measure and monitor the level of satisfaction with the services they deliver. We deliver these surveys via the web, telephone, and mail depending on the preference of our clients.
- **Quantitative Analysis:** We use advanced analytic techniques to help Procurement executives extract business value from their data systems and their customers. We don’t simply deliver tables, graphs, and reports — we help our clients to identify trends through the use of visualization tools that extract insight from data, and point to strategies for improved performance.
- **Information Delivery:** We improve the management and delivery of important procurement information to customers and other stakeholders. We do this through improved documentation, enhanced Procurement websites, automated query and reporting tools, and sophisticated data management.
- **Procurement Process Analysis:** We analyze current state procurement processes using process mapping and continuous process improvement techniques. Through these services, we are helping our customers to remove bottlenecks, increase efficiency, and control costs.

ASR Success Stories

ASR has extensive experience working with Federal Procurement Offices. Success stories include:

IRS, Office of Procurement: ASR Analytics is working with the IRS Office of Procurement to develop a Procurement 101 Reference Guide, which will document and illustrate the Acquisition Life Cycle in intuitive terms—enabling customers to quickly understand the processes, documents, offices, and individuals that should be engaged, depending on the type of acquisition they are planning.

ASR is delivering this Reference Guide through a redesigned website, making it easy for employees throughout the IRS to locate and use the appropriate information. This project also involves the development of a Procurement Customer Survey, lists of Frequently Asked Questions and Answers from procurement customers, and other work products to support effective procurement management.

General Services Administration:

ASR Analytics was contracted by the General Services Administration to conduct a mixed mode (web and telephone) survey of over 130,000 Contracting Officers / Specialists across all agencies in the Federal Government.

The focus of the study was on the familiarity of the Contracting Officers / Specialists with the various GSA schedules. To enable detailed analysis of the data, ASR developed an innovative reporting application using SAS software, which dramatically accelerated the production of management reports.

In addition, ASR used quadrant analysis, logistic regression, and other quantitative methods to identify key drivers of customer satisfaction and customer awareness.

For More Information

If you are interested in learning more about ASR's Procurement Process Improvement solution, please call us, send us an e-mail, or visit our website:

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ASR Analytics LLC (ASR) provides high-end analytic consulting services to clients in the public and private sectors. ASR has deep expertise in the fields of business intelligence, predictive modeling, and data mining – and in the design and development of customized technology tools that support forecasting, simulation analysis, optimization modeling, and data visualization.