

A blurred image of a high-speed train in motion, with a white body and a red stripe, set against a background of green grass and a blue sky. The image is partially obscured by a large blue circular graphic on the right side.

A Local Government Competent Authority - The Pioneer of Purchase Order Automation

When government was promoting “e-Government programs” years ago, they switched government documents into electronic documents, but still needed a lot of manual operations to input data into computer. Without computerized process automation and standardization, it was very easy to make document content inconsistent, or document couldn’t consist with the most updated government regulations.

With very diverse and complex procurement cases, the problem is more serious at the Local Procurement Competent Authority of a local government. Especially the Government Procurement Law is constantly changing and become more and more complex. The purchase order documents often require long working hours and dense labors to generate, and is very easy to make mistakes and errors. In case some requirements are missing, or inconsistent with the regulations, a greater problem will be caused at a later time.

❖ Lack of Efficiency and Quality Challenges the Local Government Procurement Competent Authority

The time-consuming and complexity of procurement process, directly affect the efficiency and quality of the procurement cases. According to the statistics*, the average lead time is around 63 days (the statistic of 228 procurement cases before Aug. 2009), from the time when the supervisors instruct and process the procurement, until the Local Procurement Competent Authority receives the case and handles the bidding operation. The ratio of error-free cases is as low as 1.4% (the statistic of 215 cases audited by 2008). The complex procurement operation is not only time consuming and labor intensive, but also directly affects the accuracy of the entire procurement operations. As a result, how to improve the quality and efficiency of procurement operation is always the Local Procurement Competent Authority’s major challenge.

❖ The Integrated Purchase Order Automation System Simplify the Document

In order to improve the quality and efficiency, the Local Procurement Competent Authority selected [AboveE Technology Inc.] to implement the “Integrated Purchase Order Automation System”. The Local Procurement Competent Authority expected to systematize complicated manual operations as well as help staffs to generate procurement documents faster by using the system. The secret to the system is to automatically list the required fields or menus, and after the required data are filled in by users, the system will automatically generate the corresponding documents. As a result, staffs can easily make relevant procurement documents, and even new staffs can generate procurement documents in accordance with the templates.

In addition, turning the complex regulations into templates through the system, not only makes the procurement document composition a lot easier, but also shortens the procurement case preparation time and process. The checking function provided by the system ensures the Legality of the document, makes the document uneasy to have mistakes, and also reduces the unnecessary controversies, which approves the quality of the procurement operation significantly.

✚ High Flexibility Flows Can Be Adjusted For End-User Unit

The flexible flow structure of the “Integrated Purchase Order Automation System” provides adjustable flow by different end-user units or organizations. For example, Procurement Request Unit may have different approval process than Issuing Unit, therefore they should use different sets of operational process. The “Integrated Purchase Order Automation System’s” high flexibility can adjust the processes and flows according to different units or organizations. It fulfills the requirement completely even if there are different flows for different units or organizations.

✚ Significantly Enhance Efficiency and Quality

The “Integrated Purchase Order Automation System” will soon be launched by the Local Government Competent Authority officially. It standardizes the purchase order process and turns the operations into templates, finally shortens the purchase order document preparation time. While the mistakes and errors are reduced, the efficiency and quality will be enhanced on a large scale. The Local Procurement Competent Authority estimated the “Integrated Purchase Order Automation System” will reduce the average of case handling time to 36.5% after the system is launched. Moreover, the expected non-error-ratio of the cases will substantially increase to 14.3 times. The result is surprisingly improved.

Once the procurement operation lead time and disputes are reduced, the Local Procurement Competent Authority not only remarkably improves the efficiency and quality, but also greatly lowers the staffs’ workloads. Therefore, the “Integrated Purchase Order Automation System” helps to provide vendors and the public better services, and further improves the overall performance of electronic government.

*Source: from the statistics of the Local Procurement Competent Authority.

**From the authority’s expectation. No loss ratio of the cases is calculated by the parameters within the system (bidding, award) and other parameters outside the system. However, in terms of the system, the ratio can be increased substantially to 14.3 times.