

**Supplier Quality Information Group (SQIG)
General Membership Meeting
October 14, 1999**

Welcome and General Membership Meeting Introductions :

- Steve Stein, Chairman, welcomed all members and guests and had them introduce themselves around the table. See attendance roster (Appendix A) for a list of attendees.
- Steve reviewed the agenda (see Appendix B) and noted additions or changes might be made as necessary to accommodate individual schedules
- Steve thanked Par Mars and Roy Capshaw for setting up the meeting locations for the Steering Committee and General Membership meetings.

Reading of the Minutes of 4/14/99 Meeting:

- Orville Paul, SQIG Secretary, was asked to summarize the minutes of the 4/14/99 meeting. Minor corrections were noted.
- Minutes of the 4/14/99 meeting were approved by a voice vote.

Discussion with Contractors Purchasing Council on Issues with SQIG

- **Developing a standardized approach to procurement quality levels**
- **Supplier evaluation programs**
- **Developing a DOE-wide approved supplier's list**

Report out on Results of Purchasing Managers Survey

“Industry Procurement Initiatives” – Leigh Ann Aparicio, PSE Program Manager, EPRI

Old Business

- **Report out on EPEA feedback report and SQIG strategic plan**
- **Demo of new database**
- **Training on SQIG Charter and procedures – D. Torczon/P. Mars**
- **WIPP assessments – D. Torczon**
- **Improvements:**
 - **Utilization Form**
 - **Improving turnaround on evaluation requests**

New Business

- **Need for working group for documenting SQIG procedures**

Working Group activity reports

Report outs from members on their sister activities

Open Discussion

- **Calendar of events**
 - **Next meeting is March 28-30, 2000**
 - **SQIG presentation at Purchasing Managers Symposium**

Reports from Standing Committees:

Utilization Data - Discussion was held that there seems to be some problems with bringing the new database on line, but Steve Stein is working with the database support people and expects to resolve the outstanding issues.

Database Administration – Steve Stein presented a demo update and discussed security of the database and believes he has identified the manpower to complete the upgrade of the database at Oak Ridge National Laboratory. Consider adding links to database without having to go through separate, time-consuming lists

Partnership of SQIG and DOE Office of Procurement and Assistance Management – Richard Hopf, Deputy Assistant

• Mr. Hopf described opportunities for Procurement Managers and SQIG to work together to develop solutions needed throughout the DOE complex including:

How we need to consider “out of the box” thinking

Use benchmarking from other organizations/sites

Find ways to identify and use common things or databases

Give recognition and promote participation

Take it to the next level and identify common needs, issues and barriers

Think about how to interact w/SQIG—w/Procurement Directors and Managers

Take advantage of the network of being able to engage other DOE complex contacts

Consider using SQIG for particular types of procurements

Consider providing a SQIG “guide” to Procurement Managers

- Further discussion focused on suggestions for database improvements, lead auditor qualifications, supplier evaluation schedules, supplier history, an “approved” suppliers list, lessons learned, sharing, etc.
- Included is the question “What can DOE do to help?” This was received as a very positive statement by all in attendance. Ideas were shared. There seems to be a common lack of standardization across the DOE complex. Standardization is needed by Procurement Managers, QA Programs, etc. For example, different sites follow different DOE orders for Quality Assurance (414.1 or 5700.6C) which can lead to confusion, frustration and a simpler approach of “We have to follow our requirements, so we’ll just do our own auditing”.

Discussion with Procurement Managers on Partnering with SQIG

- Together, Steve Stein and Dave Torczon plan to form a follow-on action subgroup of SQIG members to address the above comments by Mr. Hopf. It was recommended that the subgroup be comprised of Procurement Managers as well.
- Lynne Dresser (LLNL) presented a set of overhead viewgraphs and reported on Integrated Contractor Purchasing Team (ICPT) and asks if any issues arise on ICPT to please contact her. (More is described below)
- Ron Natali presented on an overhead viewgraph on Utilization statistics showing reports provided and reports used by quarter for the past 3 years.
- Nora Armijo (SNL) wondered if Procurement Managers know how to access the SQIG database much less use it. Steve said he welcomed any opportunity to talk with anyone about how to access the SQIG database through the web page.

Report Out on Plan for Purchasing Managers Survey

- Steve Stein reported that there were 13 respondents to the four questions asked (see Appendix C). Answers to three of the questions were a very positive “yes”. Answers to the fourth question were basically non-responsive. The 1st question asked if they needed SIC codes. The 2nd question asked if the type of supplier designation (distributor, manufacturer, etc.) would be helpful. The 3rd question asked if the socioeconomic status is important. The 4th question asked if there were any other information or comments.

Old Business

Obtaining DOE Support

- **ICPT BOAs** – Lynne Dresser reported ICPT continues to review information on the quotes received and hoped to get recommendations to Mr. Hopf soon. Rocky Flats is interested in working on this issue for Just-in-time (JIT) agreements. Other areas include standard waste boxes for WIPP. Ken Harrison advised another ICPT BOA is planned for analytical laboratories.
- **QAWG** – Tony Cannon reported that Procurement Managers should get more deeply involved with the QAWG too.
- **TRADE** – Steve Stein reported he didn’t find a good fit and closed this issue.
- **EFCOG** – Steve Stein reported BNL is getting involved and there may be a connection that could be pursued there.

Hammer Award Ceremony and “Raffling” of Plaque

- It was formally announced that SQIG won the National Performance Review (NPR) Office Hammer Award. It was discussed that since the award is for all the members of SQIG, could it become a “traveling” award sent to member sites for their display and use for a period of time and then sent on to another site. The method of accomplishing this was discussed and it was determined that it would probably take too much time to route it to all the interested member sites. However, it might be possible for any site to buy an award/plaque replica for an estimated \$100. Nora Armijo (SNL) volunteered to provide specific award/plaque replica ordering information to Ron Natali for dissemination to the members.

Energy Performance Excellence Award

- Discussion was held that there is good justification for applying for the award. It will provide SQIG an opportunity to review and evaluate itself using the 7 Malcom-Baldrige criteria. The SQIG members assigned to these 7 areas are:
 - Leadership—Dave Torczon and Steve Stein
 - Strategic Planning—Dave Torczon and Steve Stein
 - Customer and Market Focus—Ron Natali
 - Information and Analysis—Dave Torczon and Steve Stein
 - Human Resource Focus—Orville Paul
 - Process Management—Pat Mars and Tony Cannon
 - Business Results—Pat Mars and Tony Cannon(This team met after today’s meeting to plan the next step.)

Paper for American Society of Quality Customer-Supplier Division Conference

- Steve Stein reported he did not get positive feedback from his presentation. He believes the SQIG concept was not a good fit for this organization.

Improvements:

- **Utilization Form** – Tony Vigil (Pantex) reported on the efforts to streamline the process of providing input on the utilization forms.
- **Improving Turnaround on Evaluation Requests** – Steve Stein reported on efforts to improve the turnaround of evaluation reports.

New Business

Determine Next Meeting Location/Date

- Next meeting location and dates were discussed relative to the Procurement Managers Conference (PMC) set for October 26-28 in San Antonio, TX. It was recommended that someone from SQIG make a “Best Management Practices” presentation at the PMC.

Demo of New Database

- Steve Stein described access to the SQIG database. The SQIG database is password protected. One barrier to Procurement Managers’ is that they want the actual database reports put into the database. This opened the discussion to:
 - Customizing reports on suppliers
 - Security of reports
 - Liability for information within the reports
 - Misuse of the reports
- This is being re-evaluated and tested to see if it might be done.

Training for Assessors

- Tony Cannon reports training is not limited to assessors—it is broadened to include Procurement Managers too. Training is to include SQIG general topics, legal limitations, mission statement, purpose, charter, procedures, audit methods, and other topics patterned after NIAC training. Tony says it may not be as extensive as some people want, but it will be a beginning.

WIPP Assessments

- Dave Torczon provided an update on coordination with the WIPP site on procurement of specific items.

Working Group Activity Reports

Database Group

- Steve Stein reports this topic was already covered above.

Analytical Laboratory Group

- Ken Harrison reports the first draft (10 pages) is complete.

Newsletter Group

- Lily Reese and Pat Mars report that working group updates are requested as input to the newsletter. They report there is not enough input to put out a newsletter. Please submit by e-mail versus snail mail.

Standardization

- Tony Vigil is working on standardizing terminology used on the forms. Steve Stein volunteered to check the SQIG database for appropriate use of standardized terms after receiving input from Tony Vigil.

Marketing/Communications Group

- Ron Natali reported on the importance of training sessions, especially sharing success stories such as “Why is it good for me?”

Report Outs from Members on Their Site Activities

- Steve Stein (BNL) reports BNL bulletin boards have an article about the SQIG “Hammer Award”; he is trying to drive BNL Purchasing into SQIG by resolving their barriers.
- Dave Torczon (RF) reports a “Hammer Award” news release at his site with pictures; uses SQIG a lot—saved \$10,000 last 2 quarters and it looks even better for the next period of time; uses listserv a lot to learn whether suppliers have been audited recently; held suspect/counterfeit items (S/CI) training for 25 suppliers recently—good feedback, free training on safety, hoisting and rigging.
- Orville Paul (LLNL) reports they held 2 sets of S/CI training at their site and included SNL employees as well as a few vendors.
- Ken Harrison (PNNL) reports the presence of the “Hammer Award” has given great support to SQIG at their site.
- Steve Mergenmeir (IT Corp) reports they use containers—3rd party assessment—SQIG really seems to fit in (he says “He is a happy customer!”).
- Tony Cannon (LMES Y12) reports they are doing NIAC sharing maybe see a roll for SQIG sharing too; audits coming up include AAF, NUCOR, and software development; saved \$30,000 using SQIG this past quarter.
- Pat Mars (BN) reports she is a happy customer too; SQIG has saved \$13,000; clients really value SQIG and appreciate it.
- Lily Reese (LANL) reports 150 buyers were told about QA and SQIG; there is a huge culture change under way getting project buyers to coordinate with their QA core procurement group, but progress is being made.
- Audrey Cooper (FHD) reports a major reorganization underway improves the relationship and reporting to the procurement group; there is a lot of sharing of evaluations.
- Lynn Barnes (ASFM&T) reports many audit reports were sent to SQIG in February and will do even more in future.
- Tony Vigil (Pantex) reports more audit were sent out to SQIG last quarter and more will be sent in the near future; they need to publicize the “Hammer Award”.
- Nora Armijo (SNL) reports having a procurement and evaluation team link to SQIG; Mr. Hopf has a home page under business practices which should be linked to SQIG.
- Ron Natali (LLNL) reports active use of SQIG database and listserv; TRU waste purchases; LLNL procurement personnel (Lynn Dresser and Sharon Hoard) have been coming up to speed on SQIG; maybe extend ICPT committee focus on major items in SQIG database; suggest adding Procurement Managers to SQIG steering committee.

Open Discussion

- Gloria Chavez (SNL) provided a one page report titled “Recommendations for SQIG” (see Appendix D) that identifies the essence of what SQIG needs to work on.

- Dave Torczon and Nora Armijo liked Procurement Managers here, especially Richard Hopf's presence.
- Audrey Cooper has converted.
- Orville Paul and Steve Stein thanked the Procurement Managers and encouraged them to return.
- Par Mars suggested SQIG supply a jacket (design to be determined) for the person who supplied the most audits and who used the most audits.
- Steve Stein is to send a letter from SQIG to Richard Hopf for his much appreciated participation.

Adjourn

- The General Membership meeting was adjourned at approximately 4:30pm and was followed by continued networking amongst the attendees.