

Supplier Diversity Process Improvement



Problem Statement

In 2018, the Supplier Diversity Minority/Women Business Enterprise (M/WBE) Certification program took an average of 154 days to process an application.

Scope

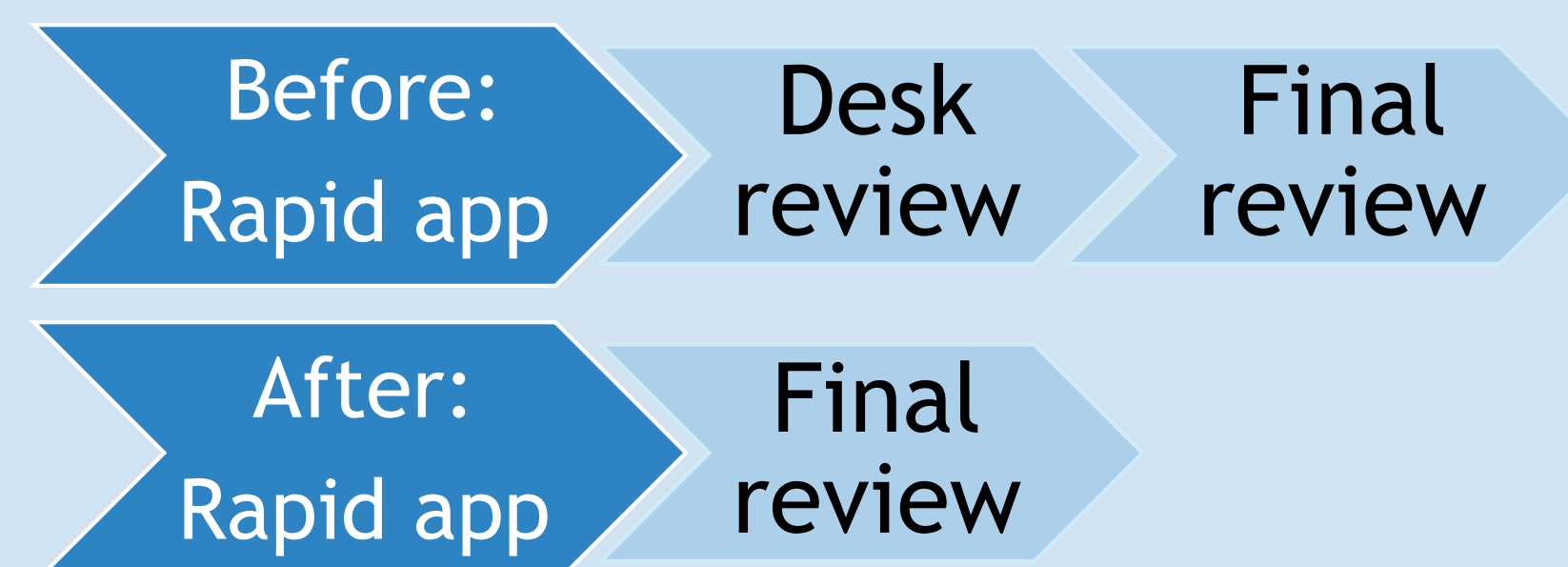
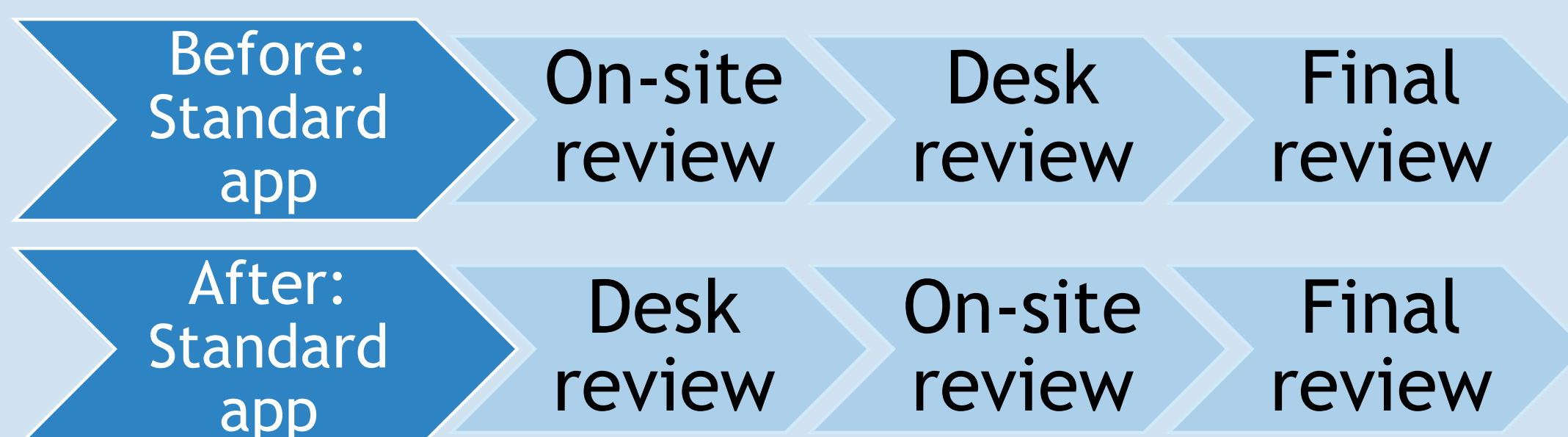
Review steps in the certification process, eliminate bottlenecks, remove redundancies, and achieve a 90 day or less certification average.

Analyze

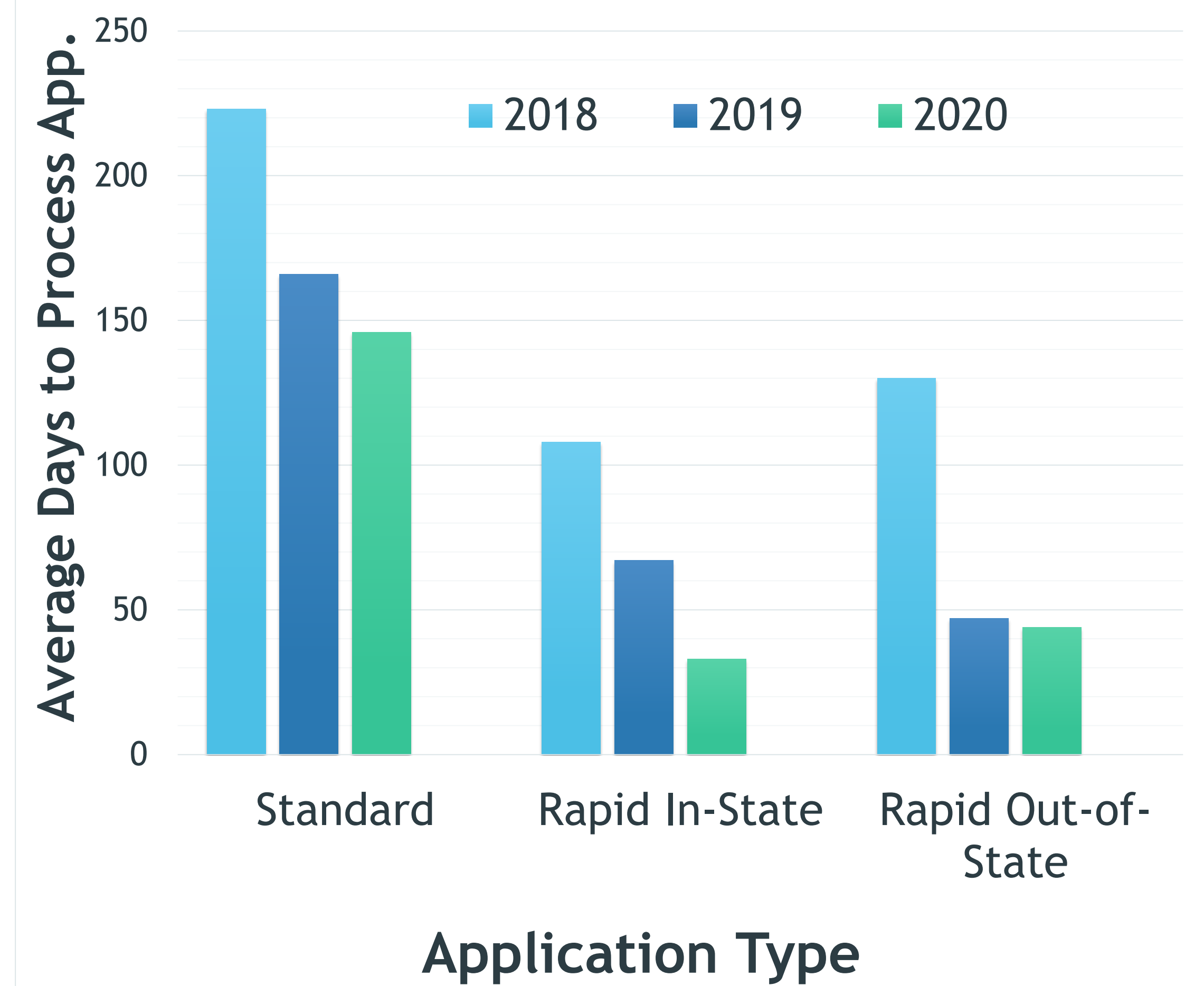
The process for a Standard application† was bottlenecked at the On-site step due to insufficient or incomplete information provided by the business. It was found that on-site reviews could be conducted via conference call rather than in person. A Desk Review for Rapid applications‡ created redundancy in both steps of the Rapid process.

Action

- Position Desk Review before the Onsite inspection in the application process to ensure all required information was received prior to in-person review.
- Eliminate the Desk Review step for all Rapid applications.



Data



Outcomes

By 2020, reduced overall certification time by 48% to an average of 74 days to process.

Reduction in processing time by app type from 2018 to 2020:

- Standard app decreased by 34%;
- Rapid In-State decreased by 69%;
- Rapid Out-of-State decreased by 66%.

† Standard applications are for firms in the state of Missouri and have not been certified from any other agency as MBE or WBE.

‡ Rapid Applications are for firms that are already certified by another agency, and must provide a copy of the onsite that was conducted by the other certifying entity. Firms applying as a Rapid do not need to domicile in the state of Missouri.