



Health
Corporate
Network

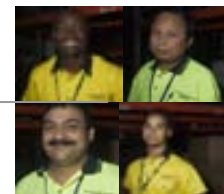
HCN SUPPLY OPERATIONAL PLAN

2008 - 2009

Delivering a **Healthy WA**

Healthy Workforce • Healthy Hospitals • Healthy Partnerships • Healthy Communities • Healthy Resource • Healthy Leadership

Delivering a Healthy WA



INTENT

The intent of the HCN Supply Operational Plan 2008 – 2009 is to document, schedule and allocate responsibility for ongoing initiatives required of the Directorate in support of the HCN Strategic Plan 2008 – 2011.

Longer term, ongoing initiatives for the HCN Supply Directorate, outside of the 2008 – 2009 timeframe are also highlighted in the Plan to ensure that they receive sufficient exposure and are included in a five year planning horizon.

The HCN Supply Operational Plan is intended to be a dynamic document, which will reflect changing priorities and resources over time. Tasks, responsibilities and timeframes will be reviewed regularly to ensure the Plan is both realistic and achievable, while at the same time challenging to those tasked with its implementation. Reports of progress and achievement of planned activities will be called for on a quarterly basis.

It is also intended that the HCN Supply Operational Plan will be a document that is visible to and understood at all levels within the Supply Directorate so that all team members have a common focus on where the organisation is headed. To this end, the Plan will be presented to all Supply Directorate staff on an annual basis by the Director, Supply and reports will be provided to staff on our achievements.

HCN OPERATIONAL PLAN 2008 – 2009

As detailed in the HCN Strategic Plan 2008 – 2011, the Vision, Mission and priorities of the Health Corporate Network over the next years are as follows:

HCN Mission

The Mission of HCN is to “Making it easier for Health to do business”

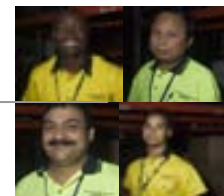
HCN Vision

HCN's Vision is “to surpass customer expectations”.

HCN Priorities

The broad priorities for HCN are to:

- Provide services to meet and exceed the needs of our customers
- Encourage staff to achieve their best
- Achieve innovation through the use of technology
- Sustain the business through appropriate resourcing



HCN SUPPLY DIRECTORATE VALUES & COMMITMENTS

In order to achieve the full potential of the combined resources of the HCN Supply Directorate it is imperative that all members of the Supply team, from the Director down, subscribe to a common set of values and commit to a consistent approach to doing business. All members of the HCN Supply Directorate, without exception, should attempt to continuously improve the service we provide to our Health customers.

These values and commitments are detailed below and lend flavour to the culture that should be encouraged and developed over time within HCN Supply.

Values

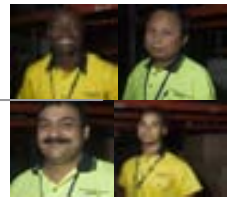
As a member of the HCN Supply team and the broader HCN team, we value:

- **PROFESSIONALISM** - Achieving excellence in everything we do.
- **LOYALTY** - Being committed to each other, our customers and the people who we work with.
- **INNOVATION** - Always looking for new ways of doing business.
- **COURAGE** - The strength of character to do what is right.
- **INTEGRITY** - Doing what we say we will do.
- **TEAMWORK** - Working together with respect for each other and a sense of collective purpose.

Commitments

We are committed to:

- Being an adaptable organisation where people always act professionally.
- Ensuring we value trust, respect and integrity in our personal and business relationships.
- Communicating openly and honestly.
- Emphasising the achievement of outputs and outcomes, performance measurement and cost management.
- Working together as an integrated 'team of teams'.
- Consistent application of common business processes.
- Encouraging innovation and initiative.
- Demonstrating a willingness to both delegate and accept authority and responsibility with accountability.
- Actively supporting those individuals affected by workplace change.



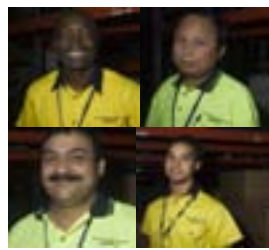
- Valuing strong, high quality leadership at all levels as the foundation of everything we do.

HCN SUPPLY DIRECTORATE TASKS

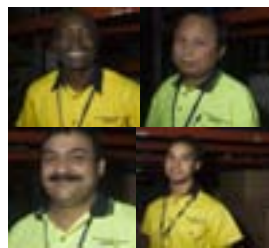
Tasks for the Operational Plan are detailed in the following spreadsheet, highlighting priority, target completion date and officer responsible. If a group of staff are responsible for a particular task, a lead officer is nominated.

Responsible officers are to report progress against achievement of tasks on a quarterly basis, commencing on 30 September 2008.

At each progress review, the Operational Plan may be revised to reflect changing priorities and new initiatives within the Supply Directorate.



<u>TASK</u>	<u>PRIORITY</u>	<u>TARGET DATE</u>	<u>MEASUREMENT</u>	<u>RESPONSIBILITY</u>	<u>LEAD</u>
1 FORMALISE AND DOCUMENT THE ROLE OF HCN IN CONTRACT PROCESS REVIEW TO REDUCE PROCUREMENT RISK FOR HEALTH	M	31-Aug-08	DOCUMENTED PROCEDURES DRAFTED AND AGREED	DIR SUP	
2 REVIEW MOU WITH DTF HEALTH CLUSTER	M	30-Sep-08	REVISED MOU DRAFTED AND AGREED	ALL	DIR SUP
3 DEVELOPMENT OF BUSINESS CONTINUITY PLANS FOR EACH REMOTE HCN SUPPLY SITE.	M	30-Sep-08	DOCUMENTED BCP PLANS DEVELOPED FOR EACH SITE	MWD & MCLRS	
4 DOCUMENT PROCEDURES/PROCESSES FOR THE INTERRELATIONSHIP BETWEEN HCN AND DTF FOR ALL TENDER/EXEMPTION ACTIVITY	M	01-Dec-08	DOCUMENTED PROCEDURES DRAFTED AND AGREED	DIR SUP	
5 REVISE, DOCUMENT AND IMPLEMENT PROCEDURES AND PRACTICES FOR HEALTH SERVICE PRODUCT EVALUATION & STANDARDISATION COMMITTEES	M	31-Dec-08	FINALISATION AND OPERATION OF NEW STRUCTURE FOR METROPOLITAN PECS / PESCS	DIR SUP	
6 GAIN APPROVAL FOR AND IMPLEMENT WAREHOUSING & DISTRIBUTION STRATEGY FOR WA HEALTH.	H	31-Dec-08	STRATEGY AGREED BY SHEF, FUNDING SOURCED AND IMPLEMENTATION PLAN DEVELOPED	MWD	
7 DEVELOP SUPPLIER PERFORMANCE MEASURES & 360°REVIEW OF HCN PERFORMANCE	H	31-Dec-08	REVIEW OF PROGRESS	ALL	MSD
8 CONDUCT SAFETY AUDITS OF ALL WAREHOUSES & LOCAL DISTRIBUTION CENTRES	M	01-Feb-09	CONDUCT OF REVIEW	MWD & MCLRS	
9 DEVELOP SUPPLY POLICY AND PROCEDURES MANUAL	M	01-Mar-09	MANUAL DRAFTED AND PROMULGATED	ALL	DIR SUP
10 CONDUCT CUSTOMER SURVEY	M	01-Mar-09	65% RESPONSE TO SURVEY	MCLRS, MWD, MPUR	MCLRS
11 CONDUCT AN INDEPENDENT AUDIT REVIEW OF AP SYSTEM TO IDENTIFY POTENTIAL DUPLICATE PAYMENTS	M	31-Mar-09	CONTRACT DEVELOPED, REVIEW IMPLEMENTED AND RESULTS ACTIONED	MPUR	
12 IMPLEMENT THE DTF SPONSORED CONTRACT DEVELOPMENT & MANAGEMENT SYSTEM (CDMS) WITHIN HCN AND EXPAND THE USE OF THE SYSTEM TO THE WIDER HEALTH INDUSTRY.	M	30-Jun-09	ABILITY TO PRODUCE WHOLE OF HEALTH CONTRACT REPORTS FOR END OF FY 07/08	MPUR	
13 EXPAND THE USE OF PURCHASING CARDS WITHIN WA HEALTH TO MEET GOVERNMENT IMPOSED TARGETS	H	30-Jun-09	ACHIEVEMENT OF GOVERNMENT TARGETS FOR PURCHASES CONDUCTED VIA P CARD	MPUR	



TASK	PRIORITY	TARGET DATE	MEASUREMENT	RESPONSIBILITY	LEAD
14 FINALISE THE ROLLOUT OF I-PROCUREMENT IN THE PERTH METROPOLITAN AREA.	H	30-Jun-09	INTRODUCTION OF TESTED & WORKING SYSTEM WITH TRAINED USERS	MPUR	
15 MEET OR EXCEED PROCUREMENT REFORM SAVINGS TARGETS	H	30-Jun-09	MATCHED AGAINST SAVINGS HARVEST	MSD	
16 IMPLEMENT SYSTEMS TO ENABLE FOUR MAJOR SUPPLIERS TO TRADE WITH HEALTH VIA E-PROCUREMENT	H	30-Jun-09	FOUR SUPPLIERS TRADING ON LINE SUCCESSFULLY	MSD	
17 PROVIDE SUPPLY SUPPORT FOR CAPITAL REFORM PROJECTS AND ENSURE THAT ALL SUPPLY ASPECTS OF PROJECTS ARE ADEQUATELY ADDRESSED	H	ONGOING	IN CONJUNCTION WITH DTF, CAPITAL PROJECT PROCUREMENT IS PROGRESSED IN ACCORDANCE WITH REQUIRED TIMEFRAMES	MPUR	
18 SUPPORT ROLL-OUT OF ORACLE TO WACHS SITES	H	ONGOING		MCLRS	
19 CONSULT AND COLLABORATE WITH WACHS TO PROMOTE SUPPLY STANDARDISATION ACROSS WA	M	ONGOING	STANDARDISATION OF SUPPLY POLICY, PROCESS AND PROCEDURE ACROSS THE METROPOLITAN AREA AND SEVEN RURAL REGIONS	ALL	MCLRS

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