

Application: 205

Tampa International Airport

Page: Applicant Information

FAPPO Award of Excellence & Best Practice Application Form

WELCOME to the FAPPO Award of Excellence and Best Practice Award APPLICATION FORM page. The electronic application process has been designed to improve the processing of applications for both the Award of Excellence and the Best Practice Form.

Benefits of Electronic Forms Submission

The electronic submittal process provides several benefits to FAPPO member agencies:

- A totally paperless and transparent application process which saves time and resources for member agencies and judges alike.
- Ability to directly upload all necessary back-up documentation individually for each question eliminating the need to make numerous photocopies, as well as eliminating bulky binders.
- Allows agency the ability to start and stop work on the application at any time prior to the final on-line submittal. This allows agencies to assign various parts of the application process to different employees instead as may be desired.
- Reduces costs by elimination of mail and courier costs.
- More Rapid Scoring: The system automatically tallies points based on answers provided by the users. (Judges will validate final scores.)
- Better Record Keeping and archival capabilities – provides applicants with better feedback on questions that did not include adequate or appropriate back-up documentation.
- Best Practice Essay and supporting documentation may now be uploaded in the same manner as individual back-up documentation for the Award of Excellence application.

Let's Get Started

Category

Best Practices > Innovation

Agency Contact Information

Name of Entity and Procurement Unit (as it will appear on the certificate)

Tampa International Airport

Fiscal Year Ended (month, day, year)

9/30/2021

Contact First Name

Matt

Contact Last Name

Bauer

Contact Job Title

Vice President of Procurement

Contact Email Address

mbauer@tampaairport.com

Entity Address

5008 N West Shore Blvd
Tampa Florida 33614 US

Telephone Number

813-230-1084

Award Announcement

Yes

Announcement Contact E-mail

jlopano@tampaairport.com

If desired, to whom (mayor, board chairman, city manager, etc) would the entity prefer that FAPPO mail the formal announcement of the Award?

Joseph Lopano, Chief Executive Officer

Address for Individual Referenced Above

PO Box 22287
Tampa Florida 33622 US

Page: Best Practices - Essay Question**Best Practice Award - Essay Instructions**

Entries for the Best Practice Award will be considered for one of three categories. This award is separate from the Award of Excellence, and must be applied for separately. The three general categories for Best Practice Awards are as follows:

1. Innovation in the Procurement Process – This award will spotlight a unique achievement in how we perform our job. Innovations in practices, technology, creative use of existing technology, and /or best practices that promote effectiveness or a positive change or impact in the Procurement process. This category is for “out of the box” innovation.
2. Cost Savings – Best practices that promote cost savings for the Entity, either in terms of lower product/service costs, or lower administrative costs. Also, innovative techniques that improve the level of economy for the entity, or promote greater efficiency for the entire procurement process will be considered in this area.
3. Contribution to the Advancement of Community, your Entity, or the Public Procurement Profession – This award will focus on best practices that contribute to the overall social good, or that promote professionalism in public procurement. This category reflects those practices that add value to the overall procurement process and contribute to the overall good of the community or towards the achievement of the goals of the entity.

Best Practice Award essays should not be more than five (5) pages in length, and must be submitted electronically through the FAPPO web-site. Supporting documentation for the essay MUST BE ELECTRONICALLY FURNISHED WITH YOUR SUBMITTAL!

In all cases, consideration will be given to best practices that reflect a strong commitment to the development of a high quality product or process, and can be instituted as a standard practice in the entity that can be continued or repeated on an ongoing basis.

In addition to the Best Practice Award winners, other Best Practice Award essay submittals that reflect positive contributions to the profession may be given “Special Recognition”, and featured for display during the annual conference. Winners of each of the three (3) Best Practice Awards will be asked to provide a presentation to the membership relating to the subject of their essay as a part of a workshop scheduled during the annual Spring Conference. Electronic presentations (i.e. Power Point, etc.) will be requested from each submitting entity, and those presentations must be provided at least two (2) weeks prior to the start of the Spring Conference to keithglatz@tamarac.org (mailto:keithglatz@tamarac.org).

Essay

Download File (<https://vo-general.s3.amazonaws.com/6acc4d16-6993-4587-922d-bd749650304b/32d2c6ef-0da4-4dc4-ba9f-272aa117c98f?AWSAccessKeyId=AKIAJ4PRWO26HAX3IOCA&Expires=1733576738&response-content-disposition=inline%3B%20filename%3D%22FAPPO%20Best%20Practice%202022.pdf%22&response-content-type=application%2Fpdf&Signature=%2FnTF6xs1%2BEATsDKXt%2Fei7nADmnQ%3D>)

BEST PRACTICES AWARD APPLICATION: INNOVATION IN THE PURCHASING PROCESS
INVENTORY MANAGEMENT SOLUTION

Materials Management History

The Hillsborough County Aviation Authority (Authority) owns and operates Tampa International Airport (Airport), an origination-destination airport serving the greater Tampa Bay region, and three general aviation airports. The Authority currently has approximately 650 employees.

In 2011, Authority purchasing staff from three different departments and Materials Management were centralized into a single Procurement Department (Procurement). The department includes five (5) Team members consisting of a supervisor and four property control specialists with one serving as a buyer for half of their overall work schedule. When Procurement was centralized, the Authority CEO issued the challenge to increase the use of automation and technology to become more efficient.

Since 2011, Materials Management's responsibilities have increased with new construction and renovation of Airport facilities, infrastructure expansion and new equipment throughout the airport campus that required stocking additional maintenance, repair and operations (MRO) inventory, as well as storage of attic stock items when new facilities are completed; however, staffing levels have remained the same. The five Team members are responsible for one central warehouse and managing three separate airside stockrooms and MRO vending machines, each in different locations at the Airport, as well as a central fuel farm with gasoline and diesel fuel inventory. Materials Management serves as central receiving for the Authority, receives both inventory and non-inventory items, makes deliveries, picks up recyclables throughout the airport campus, and coordinates the disposition of surplus and recyclable items.

The Challenge

To issue inventory Materials Management used a paper-based process (FS-22 Daily Record of Inventory Issues form (FS-22)) that required Materials Management or Authority Maintenance staff to complete the FS-22 and manually key in the information into the Authority's ERP system each business day. The keyed information included date, requestor name, receiver name, charge account or work order number, quantity issued, inventory code number, description, cost, and inventory number. The FS-22 process, like all manual paper-based processes, is prone to human error, is time-consuming and is not done in real-time. Another challenge included incomplete FS-22's completed after-hours by other department staff, requiring Team members to track down and obtain correct information in order to enter the data into the Authority's ERP system.

Example of the FS-22 Form

HILLSBOROUGH COUNTY AVIATION AUTHORITY				
Date:		Requested By:		Received By:
Charge To:			Work Order No.:	
QUAN.	INVENTORY CODE	DESCRIPTION	COST	INV.
Issued By:		DAILY RECORD OF INVENTORY ISSUES		FS-22

Keeping the CEO’s original challenge in mind, Materials Management began searching for an automated solution. In 2014, the Authority implemented an upgrade to its ERP system that enabled handheld scanners to utilize barcodes allowing the Materials Management team (Materials Management) to electronically issue an item from inventory, conduct daily cycle counts, and increase annual physical inventory efficiency utilizing handheld scanners. Although the scanners were functional, they were also cumbersome and complex to use. The keys were extremely small and challenging to press, the system timed out quickly requiring Materials Management to continuously repeat the lengthy sign-in process, and the scanners could not be used to issue inventory after-hours because the Maintenance staff had no access to them. Therefore FS-22s completed by Maintenance after hours were transacted manually the next day, which prevented the system from providing real-time information and quantities on hand.

Materials Management discontinued use of the scanners completely in 2019, when an upgrade to the Authority’s ERP system made the scanners incompatible with the ERP system. Without a functional system for automated inventory issues, Materials Management returned fully to the manual FS-22 process. The slow, error-prone process continued to be a challenge however Materials Management was determined to find an effective solution.

The Solution

The solution was the result of continuous internal brainstorming. Materials Management was aware of other Authority processes being automated through software applications developed by the Authority's Information Technology Services (ITS) department. In January 2021, Materials Management decided to see if ITS could automate the FS-22 process including after-hours, unmanned airside stockrooms, and attic stock.

Through a series of development meetings, Materials Management worked with ITS to help them understand the process of issuing inventory, how the data is tracked in the ERP system, how the process of issuing inventory is tied to department budgets, and how it relates to the daily cycle count. Once ITS understood the process from cradle to grave, a customized application was designed to be a simplified version of the FS-22 that can be accessed through Authority issued cell phones and auto-fill based on user roles and dropdown selections to minimize entry errors.

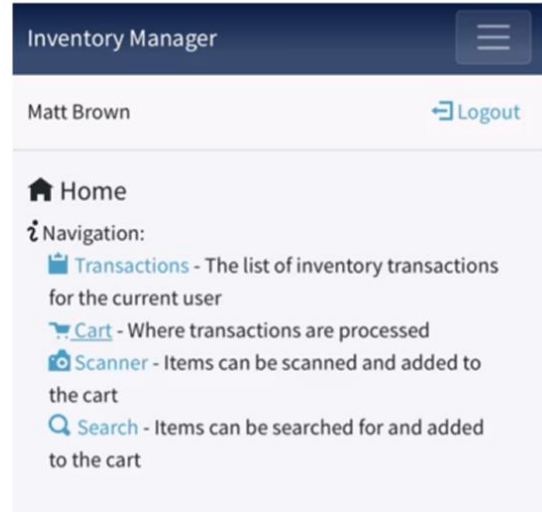
The application is a single sign-on process that identifies the individual user and offers dropdown menus for various field, including department's charge account numbers. New scanner or data capture hardware was not needed because the application was uploaded and accessed through Authority issued cell phones. The application works very similar to shopping online, including, search capabilities, ability to view past transactions, automated emailed receipts, and the ability to add items to a cart and checkout. The application tracks all 9,800 unique inventory items, including Attic Stock, and adjusts counts in real-time. As a result, users can open the application from any location on Airport property to check inventory levels of specific items. For individuals who do not have the application on their Authority cell phones, QR codes are posted at the end of each aisle in the warehouse and in each unmanned stockroom that opens the application when scanned. Individuals can simply utilize the camera function on their Authority issued cell phone to scan the QR Code and open the application.

Once logged into the application, Materials Management or individual users can scan the barcode located underneath an item or search an item, add the quantity needed to their cart, use the dropdown to complete the charge account information and checkout.

Inventory Manager App presentation to IT Governing Committee on March 15, 2021

Efficiencies

- Single Sign-on Capability
- Inventory Location
- List of Inventory Transactions Completed
- Cart
- Barcode scanning
- Search capability
- Real-time Inventory Information
- Emailed Receipt



Implementation

Development of the application began in January 2021 and Materials Management began testing in late March with the “go live” decision in April. The implementation from start to finish was simple as the application itself is just an automated version of the FS-22 form. The challenging part for ITS was mapping the ERP system tables to ensure the data entered in the application interfaced correctly with the ERP system. Once the interface between the application and the ERP system was completed, Materials Management could then focus on reducing potential input errors by making the application as user friendly as possible through adding features such as dropdown menus and auto-fill fields. Materials Management began training Maintenance staff on the application and given the abundance of “apps” people use in their personal lives, learning this application was easy for most. By May 2021, all Team members were utilizing the application, as well as all Systems team members, with Authority issued cell phones.

Result

Through implementation of the Inventory Manager application, Materials Management has seen many benefits, including but not limited to:

- Reduction of hand-completed FS-22s
 - In 2019, Materials Management hand wrote approximately 11,400 FS-22s forms and manually entered them into the Authority’s ERP system.
- Reduction of staff time on data entry

- Automation of Inventory Manager with integration to the Authority's ERP system, allowed for removal of an 11-step process required for each inventory item issued.
- Reduction in time spent correcting/resolving incomplete or illegible FS-22s
 - 1 out of every 5 FS-22s completed after hours was illegible, resulting in several emails or phone calls to determine the correct quantity, charge account number, or item listed on the FS-22.
- Reduction in human error
 - Removal of the process for entering item numbers and quantities into the ERP system has assisted with reduction in the number of human errors that resulted from the wrong keys being used and quantities being off.
- Reduction on amount of time customers have to wait for inventory items
 - Prior to Inventory Manager, departments would come to the warehouse with generic descriptions, which caused Team members to have to walk around trying to locate the item. With Inventory Manager, Materials Management member can simply search the item description and Inventory Manager provides the exact location of the item.
- Reduction in reordering time
 - Prior to Inventory Manager, team members would have gone back and forth from the warehouse to their computer to verify quantities. With Inventory Manager, the quantities on hand are available in the palm of their hand.
- Better budgeting capability for departments
 - Automated receipts issued from Inventory Manager are emailed directly to the user, allowing them to budget properly for the remaining fiscal year.
- Eliminated the cost of new scanners and annual support
 - Adding the function to Authority cell phones required no new hardware purchases or annual maintenance and support contracts

Through implementation of this user-friendly application and proven efficiencies, Materials Management has started to work with ITS to determine if the application can be upgraded and used for receiving inventory items into the ERP system which would also eliminate a 15-step manual process.

Throughout the past several years, our team had looked at numerous off-the-shelf solutions and found that most were either too expensive or too cumbersome to implement effectively, or in some cases both. Due to the Authority having in house ITS talent capable of creating applications and knowledgeable of the Authority's ERP system, the Authority was able to utilize internal staff time for development of the application. Doing so allowed the Authority to forgo the high initial cost of purchasing a new system while providing the Authority with a customized solution that was easy to use and implement. Ironically, our team's best solution was right in our "back yard." We encourage other agencies to look *outside* the box and reach into your internal department to determine what skills, applications, or other solutions may be available for your needs.