

Gregory Milton - Re: Fwd: Copier Question

From: Gregory Milton
To: Nora Pena; Pilgrim, Jerome; Rosalinda Kohut; Taylor, Roland
Date: 9/8/2005 8:36:56 AM
Subject: Re: Fwd: Copier Question

FYI - no action needed just keeping everyone up to speed.

"We Strive To Exceed Our Customer's Expectations"

Greg Milton, C.P.M.
Director, Purchasing
Dallas Independent School District
972-925-4100

>>> Gregory Milton 9/8/2005 8:27:50 AM >>>

First: Just dealing with the billing issue alone can take 8 hours/day as it has never been right since the inception of the program - not once! **Second:** The formal involvement of the Purchasing department was never limited to handling the summary billing. Our duties also include coordinating all add, change, and deletion of equipment including addressing interim needs of campuses throughout the entire process to make sure they had equipment to continue operations. Purchasing involvement grew with direction from management, George Sparks and Karen Wilson, to address the financial impact of the program by way of analyzing actual cost "then vs. now". Further, it was also directed that calls not be redirected whenever possible and to handle the calls that required minimal intervention to minimize customer complaints. For the record, the majority of the calls beyond service and equipment needs are simply "complaint" calls and people demanding justification for spending increased amounts of money on a program that does not meet their needs when they can't get money for teacher raises, etc. AND that they never would've signed to receive equipment if they felt there was any other option - virtually all express that saying "no" was not an option! I understand how to diffuse or mitigate these arguments and I am more than capable of disseminating the same information we all agreed to share with the district regarding the program, merits, status, etc. - everything is being done exactly as directed!!

Third: Going forward, it was further directed by management that all planned deployments (CSSA's) would flow through this office for the same financial analysis prior to submitting anything to the Board for approval, including getting Budget office sign-off to make sure funding was allocated. However, before we even get to that point we are supposed to be in a state of re-evaluation to determine if/what it would take to make this program work. This effort as directed by Mr. Sparks in a meeting between the three of us involved you and me working side-by-side to make this happen as follows:

- 1) Evaluate a group of schools to determine the factual aspects of what the issues are and address accordingly. A survey was to be developed to get feedback per the action plan.
- 2) During this process all campus deployments are on hold until a final decision is made.
- 3) Interim campus needs would be satisfied on a case-by-case basis
- 4) FedEx/Kinko's would pursue assessment and validation of central offices to recommend equipment/program deployment:
- 5) The overall action plan was supposed to be finalized and shared - has David Pinkard finished the edits? When can I expect a copy of this?

Again, I'm not trying to be adversarial....I simply want what's in the best interest of the district. This is a challenging process and we will all get through it. We have already begun using a log to track calls, I will forward that to you as well.

"We Strive To Exceed Our Customer's Expectations"

Greg Milton, C.P.M.

11/14/2005