

FY03 DON Pilot Project Summary

Project Name: Supplier Relationship Management and Enablement – SRM&E (#1235)

Command: NAVSUP

Functional Area Manager (FAM): Acquisition

Pilot Summary:

The Supplier Relationship Management and Enablement (SRM&E) pilot demonstrates a web-based system to automate the process of loading and maintaining supplier contracts and catalogs within the DoD eMall. This strategy supports DON and Naval Supply Systems Command (NAVSUP) programs to implement electronic procurement, control supplier sourcing, and leverage contracting in order to reduce overall acquisition costs. This pilot demonstrates DON usage of COTS Customer Relationship Management (CRM) tools to attract and maintain suppliers on the DOD eMall and delivers a 56% productivity improvement.

Business Value Added:

- Reduces personnel and time required to enable and maintain suppliers' catalogs on DoD eMall
- Improves catalogue data accuracy by 20%
- Increases user (catalogue publisher) satisfaction by 50%

Other Considerations:

- Definite impact on all FISCs and DoD eMall users procuring supplies
- Briefed to NAVSUP and NEXCOM

Pilot Participants:

- FISC Norfolk
- FISC Sand Diego

Targeted Users:

- FISC personnel responsible for managing supplier catalogues