

**General Supplies & Services
Office of Contract Operations
Multiple Award Schedule Division
CGP 2024**

Our Mission

We are experts in providing best value, fully compliant acquisition, requisition, and disposition solutions, enabling our customers to optimize MAS resources and focus on their missions.

FY24 Priorities

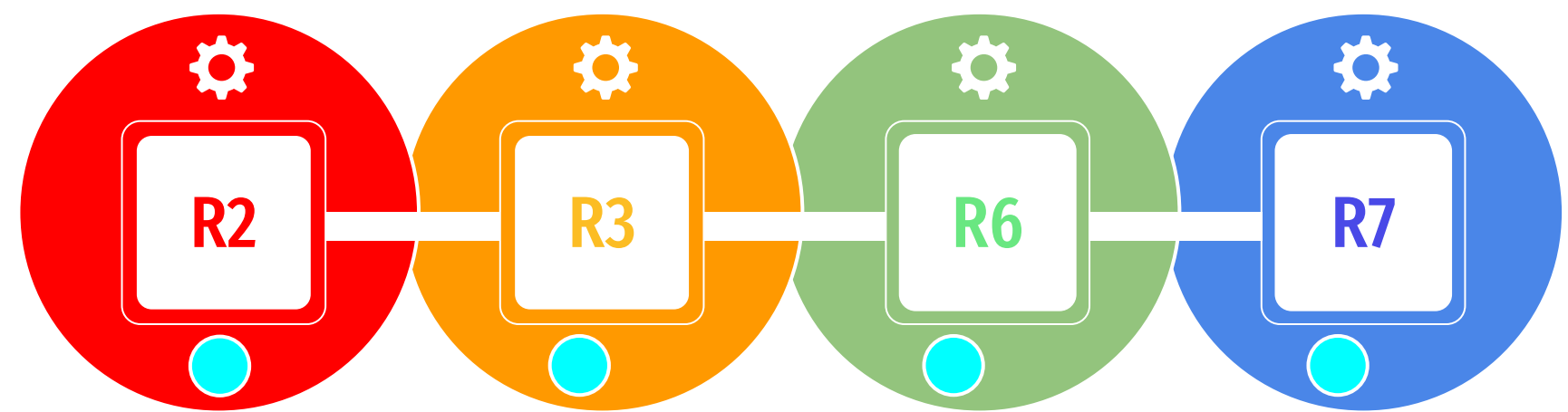
Improve Delivery

**Rightsizing Our
Catalog**

Price/Value

Divisional Standardization

Pre-F4



**Where we
are headed!**



Post-F4

Post F4 Improvements

- Culture Reset (in progress)
- Addressed Staffing
- Workload Balancing
- Sharing of Best Practices
- On-going Process Improvement



Reducing Processing Times

- Standardizing Business Practices
- Reduced Rejections
- Offer Central Intake Desk
- Staffing
- Mod Cycle Times



Improving Vendor Relations

- Focus on Customer Service
- Consultant Panel in NYC
- Industry Day Vendor Meetings
- Met with consultants at Workspace Solutions
- Engage w/Industry to improve processes and transparency



- Assessing Resources
- Decreasing Workload/CO
- Balancing Workload
- Implementing Training to diversify knowledge
- Improving Culture

