



# Contract Approval Process

*Administrative Services  
Currently Implementing*

*By thinking Lean we will*

*reduce the annual Touch Time by **1,167 hours***

## *Problem*

DOL enters into approximately 1,000 new contracts annually for various goods and services. Since the creation of a centralized Contracts Office within DOL more than ten years ago, a standardized process for initiating the contracting process has never been established. This inconsistency has created confusion and frustration with stakeholders, often leading to rework or duplication of efforts across the various divisions.

## *Causes*

- No cross-divisional standardized process. Multiple contract specialists created their own independent systems when working with the various divisions throughout the agency.
- The Contract Acquisition Request form did not meet the needs of each division which resulted in divisions revising or not using the form correctly.
- Subject matter experts were unsure what they were "approving" when signing the form.

## *Solution*

- Created a cross-divisional process.
- Established a workgroup to create an approval tool that meets all divisional needs.
- Clarified the role of the subject matter expert. They will provide a risk analysis rather than an approval.

## *Anticipated Results*

