

DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES
ANNUAL REPORT ON GOALS, OBJECTIVES AND POLICIES

January 2009

Program ID / Title: AGS 244/Surplus Property Management

Contact Person/Phone: Aaron S. Fujioka/587-4700

I. Goals

To effectively and efficiently provide customers (donees) with surplus property items and continues to be fiscally solvent with revenues equaling or exceeding expenditures.

II. Objectives and Policies

- A. #1 - Improve the control and accounting of surplus property to enhance responsiveness to donees' requirements.
- B. #2 - Improve and maintain the database of donees' requests for surplus property to better meet their needs and expectations.
- C. #3 - Improve marketing of the surplus property program to enable donees to benefit from the varied surplus property available to them at significantly reduced prices.

III. Action Plan with Timetable

- A. Objective/Policy #1 - Improve the control and accounting of surplus property to enhance responsiveness to donees' requirements.
 - 1. Past Year Accomplishments
 - a. Began defining user requirements for a new accounting software that will be compatible with an existing inventory software, streamline current processes, and produce desired management reports.
 - 2. Year One

- a. Submit work request to the department's Systems and Procedures Office to develop a new general ledger software for the branch's accounting system.
 3. Two Years
 - a. Install and begin utilizing new general ledger software and adjust related operating processes.
 - b. Continue to assess internal processes on program results and make necessary improvements.
 4. Five Years
 - a. Continue to scan business environments for new technology and processes to improve current operations and program results.
- B. Objective/Policy #2 - Improve and maintain the database of donees' requests for surplus property to better meet their needs and expectations.
 1. Past Year Accomplishments
 - a. Continue to research and define requirements for an on-line system that provides donees the capability to update the surplus requirements database using the Internet, adding items they need and deleting items they do not need.
 2. One Year
 - a. Begin the process to provide donees the capability to update the requirements database using the Internet, adding items they need and deleting items they do not need.
 3. Two Years
 - a. Continue to implement the capability to enable donees to update the surplus requirements database using the Internet, adding items they need and deleting items they do not need.
 4. Five Years

- a. Complete the implementation of the capability for donees to update the surplus requirements database using the Internet, adding items they need and deleting items they do not need.
 - b. Research capability to link the donee requirements database with the program's inventory database.
 - c. Monitor and adjust the office's website to improve customer satisfaction.
- C. Objective/Policy #3 – Improve marketing of the surplus property program to enable donees to benefit from the varied surplus properties available to them at significantly reduced prices.
1. Past Year Accomplishments
 - a. Enhanced the program webpage to provide program information and listing of available property.
 2. One Year
 - a. Update and maintain webpage program information, including application forms.
 3. Two Years
 - a. Continue to maintain and update webpage listing of available surplus property for donees.
 4. Five Years
 - a. Continue to update and maintain webpage information.

IV. Performance Measures

- A. Customer Satisfaction measure - Perform trend analyses on the customer base of the Surplus Property Management Program to include number of participating donees and percentage of participating donees.
- B. Performance Standard measure - Perform trend analysis on inventory adjustments.

- C. Cost Effectiveness measure - Perform long term and comprehensive trend analyses annually of the financial net gain or loss of the Surplus Property Management Office.