



Please use this form as the cover page for each submission (chapters can submit in two categories).
It does not count as one of the 4 page totals for the submission.

Outstanding Award Application

Chapter Name:	Delaware Public Purchasing Association
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List Program(s) that will be highlighted in application	Chapter Operations Management

☒ Has your chapter submitted your Performance Standard SEAL?

Check the box for the Outstanding Chapter Award you are submitting:

- ☒ Outstanding Chapter Operations Award
- How does your chapter excel in its operating processes, including policies and procedures, budgeting, recognition of agencies and individuals and involvement with NIGP?
- ☐ Outstanding Chapter Membership Award
- How well does your chapter market membership benefits and resources and what are your methods for membership retention and growth?
- ☐ Outstanding Chapter Advocacy and Outreach Award
- What practices and operations has your chapter demonstrated to be an effective advocate for members and our profession?
- ☐ Outstanding Chapter Professional Development Award
- How does your chapter go above and beyond providing educational resources and other opportunities to your membership?

Outstanding Chapter Operations Award Submission

Program: Chapter Operations Management

1. Explain the program/event/best practice WORTH 25 POINTS - (Choose one or 2 programs; explain the program in detail, how it runs/works)

Introduction: The Chapter Operations Management focuses on business practices to maximize efficiency within our association. The success of our chapter is based on the ability to manage our internal operations by having clear and concise documents which cover every aspect of the association. The ability to update, recognize members and provide community outreach as the association evolves is an important part of Chapter Operations Management. Below are examples that allow the Delaware Chapter to operate efficiently and effectively.

- **Bylaws:** Every two years, the chapter's bylaws are reviewed by the current Executive Board and the new administration after an election. During the first quarter of the new year, the new executive board will review the existing bylaws and solicit recommendations for any additions, deletions, or clarifications as needed. The final revision is then presented to the membership for approval.



BYLAWS DELAWARE
PUBLIC PURCHASING

- **Chapter Officers and Committee Chairs Responsibilities:** Before making any commitment, it is best to know the requirements and expectations of a position. This document was developed to highlight the responsibilities of each position within the chapter. A copy of this document is issued to every new member in their Membership Book, as well as copies are available on the website.



DPPA Committee
Responsibilities.pdf

- **Strategic Planning & Yearly Budgeting:** These are two of the most important aspects of chapter operations management. Prior to the upcoming year, the President and Financial Committee prepare the Strategic Plan and Budget. Both documents are reviewed and approved by the Board before presenting them to the membership. It is at this time the members have the opportunity to provide input on both plans and if necessary, changes are made before final approval.



2022 DPPA BUDGET
RECON.pdf

- **Officer Installation:** Each newly elected officer is called up to stand before the membership to swear and affirm to uphold and abide by the NIGP and Chapter bylaws. In order to maintain continuity within the chapter, each outgoing officer will train and assist the incoming officers for 3 months to ensure a successful turnover of positions. During the ceremony is when we perform the “*Passing of the Gavel*”, which is the official transition to the incoming President. In addition, each newly elected officer is required to sign a **Conflict-of-Interest** document immediately after the swearing-in ceremony. The **COI** also ensures our officers are aware they cannot benefit from any chapter transactions or arrangements outside the association. This policy is intended to supplement but not replace any applicable NIGP, State, and Federal laws governing conflict of interest concerning nonprofit and charitable organizations.



Installation of
Officers.pdf



9 DPPA COI Doc.pdf



NIGP Code of
Ethics.pdf

- **Travel Policy:** We have an official travel policy that is based on the U.S. General Services Administration (*GSA*). In the event a member was selected to attend an area conference, the association provides them with a detailed packet that explains the conference location, how to register, the amount of per diem, and upon their return how to submit their expense report. The GSA site is very useful for accurately calculating per diem rates for meals, hotels, and mileage.



4DPPA Travel
Policy.pdf



Chapter Travel.pdf

- **Email Blasts:** Staying up-to-date with relevant information is important to everyone's success. If there are any changes to procurement laws or thresholds, upcoming job opportunities, and important announcements, such as awards, promotions, and retirements, the chapter will send the member an email blast called ***"Keeping You in The Loop"***. This method ensures each member is fully aware of topics that could affect them professionally, as well as informing them of upcoming meetings, personal news, and events.



Keeping You In the
Loop- Update to Sta



Meeting Info.pdf



Keeping You In The
Loop- Meeting Info.

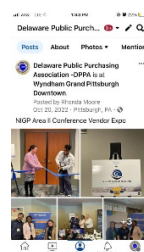
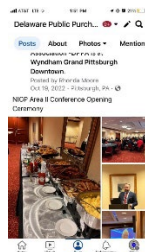


Sick Honorary
Member Email.pdf



Chapter Meeting
Flyer- June 2022.doc

- **Technology:** Each year we find more ways to use technology to our advantage.
Real-Time Updating: One way is to provide real-time updates at events and conferences by posting on Facebook. Even if you were not able to attend an event, members are constantly updated as it happens. Providing real-time updates has become a standard practice for any members who attend events.



Website Maintenance: It is important to ensure that the information available to our members is current and accurate. Our website is constantly updated with events, sponsors, and other important information. All the PowerPoint presentations shown during meetings, meeting agendas, treasurer reports, and meeting minutes are available on the website within 48 hours after each meeting.

- **Service & Above and Beyond Awards:**
It is important for the DPPA Leadership to recognize the dedication and commitment of all members. Recognizing the milestone of chapter members are important, therefore DPPA presents service award lapel pins and certificates at the end of each year to recognize member having 5,10, and 15 years of service.
In addition to the service awards, we also present a yearly award called ***"Above and Beyond"***. This award is given to the member who has gone above and beyond the normal requirements of membership.

Providing individual recognition increases morale and notifies members agencies of their achievements within the association.



- **Sponsorship Program:** To generate additional revenue, the chapter offers three levels of sponsorships. Vendors interested in supporting the Chapter have the opportunity to sponsor a meeting, be listed on the chapter's website, or advertise in our newsletters. Vendors can access our website, review the different levels of sponsorships, select, and register their sponsorship and make payments online. By offering sponsorships, these funds assist in scholarships and sending members to training and educational sessions.



Steve Havelka
CEO of Equity Hub



Patrick Crawford
Safeware Inc. & 3M and Dupont



- **Educational Opportunities:** Continuous learning is a critical element to success, therefore, during each of our quarterly meetings the chapter offers one hour of education on topics related to the procurement professional. We encourage members to sign up for NIGP webinars and we also provided them with a list of upcoming webinars each quarter.



Keepin You In The Loop - NIGP.pdf

- **Scholarships:** The Chapter encourages all members to apply for financial assistance to attend classes, NIGP webinars or conferences, and when applying for NIGP/ UPPCC certifications. In addition to the regular scholarship, DPPA paid for two members to attend the Area 2 Conference to obtain additional education and networking. the chapter offers scholarships to college students. Each year the number of college submissions has increased, therefore we increased the scholarship amounts from \$500.00 to \$750.00.



8 DPPA
ScholarshipProgram



DPPA Greta Iplenski
Memorial Scholarshi

- **Fund Drive:** Giving back to the community is an important aspect of chapter operations, therefore, we have two charity partners we support yearly which are the *Food Bank of Delaware* and the *Ministry of Caring*. In addition to providing food and clothing, we also provided cash donations to both charities. To increase the number of donations to the Food Bank of Delaware, in 2022 we asked each member to set out donation boxes in their offices and departments. During the 2022 4th quarter meeting, every person who donated four nonperishable food items was entered into a special drawing. We invited the Food

Bank of Delaware to attend lunch during our fourth quarter meeting and we presented them with boxes of food as well as a cash donation.



2. Share Outcomes and Results WORTH 25 POINTS – (Share pre and post results: what you started with, where it ended, was it successful, how was it received, did it have an impact?)

Prior to instituting the Chapter Operations Management Program, all chapter forms and documentation lacked clarity and were not readily available for members to review or have input. Today chapter members are involved in developing and reviewing the documents and copies are presented to all new members in their membership packets, and they are also readily available on the website. We feel instituting this program was a huge success because every aspect of the chapter operations, from the installation of officers to planning events, now has a clean and concise Standard Operating Procedure (SOP). Since implementing this program, the members have stated that they are better informed and educated on everything the chapter institutes.

3. Explain what makes your program/event/best practice unique or innovative WORTH 25 POINTS (Explain why this was innovative or new for your chapter, how you came up with the idea, how it shows uniqueness to your chapter or innovative to others)

Since every responsibility and expectation is detailed, each officer and committee chairpersons are fully aware of their duties and held accountable. Each of the documents are prepared and reviewed by a committee with member recommendations. The Executive Board will then approve them before voting to implement the document. Previously the Executive Board would develop all the chapter documents but under the Operations Management Program, the members were instrumental in the entire process and provided valuable insight. The sacrifices the members made to work on the Operations Management Program made each member more invested in the way the chapter operates.

4. Lessons learned (so that others can adapt or replicate) WORTH 25 POINTS (Talk us through the process of what you learned about the program, what worked what didn't, how would you do it differently, will you continue to do it?)

It was very time-consuming to get everything reviewed and approved however it was well worth it. At first, we thought about reviewing the documents during our meetings, but we did not want to take away valuable time since the chapter operates using several documents. The solution was to send the documents via email to each member and by doing so it expedited the process. We feel our members are more invested and updated on changes as they develop. Including the committee and the members in this process, we feel everyone benefited by providing input and suggestions. The Chapter Operation Management Program has been very useful and will be a foundation for the chapter in the years to come. By developing this program, we found it guides us in all aspects of operating the chapter effectively. Everything we have implemented through this Operations Management Program is for the sole benefit of the members.