

# FEDSIM® *InForum*

August 2008

*A Newsletter for*

E-dition #7

***“My decision considered that FEDSIM is healthy with a great leadership team, good client relationship, supportive upper management, and many important new acquisitions to award!”***



## As I Depart

*FEDSIM Director's Forum*

**Lisa Akers**

This will be my final Director's Forum for the FEDSIM *InForum*. After much thought, I have decided to join a private company leading their training program. This was not an easy decision since I believe so strongly in FEDSIM's mission helping other agencies successfully complete large complex projects. My decision considered that FEDSIM is healthy with a great leadership team, good client relationship, supportive upper management, and many important new acquisitions to award!

Your projects are critical to the business of government. Your trust in FEDSIM to help achieve your mission and vision is not something we take lightly. We realize that your success relies on our performance.

As Director the past several years, my vision for FEDSIM was to ensure that not only do we make sound, competitive awards but we also contribute to the post-award success of the projects. We have worked towards this vision through initiatives such as risk management training, repeatable processes, project management professional (PMP) certification, structured project reviews, innovative acquisition professional recruiting methods, streamlined policy implementation, and fiscal tracking mechanisms. FEDSIM has other initiatives underway that will continue to improve our performances in the areas that are important to you.

### **ACTING FEDSIM DIRECTOR**

I sincerely appreciate the trust and feedback that you have given FEDSIM while I was Director. I am leaving you in innovative and experienced hands.

Karen Kopf, our Operations Director, will be the acting FEDSIM Director. Steve Viar will continue as the Civilian Sector Director and Ken Evans as the Defense Sector Director. Mary Davie, our Assistant Commissioner for Assisted Acquisition Services, is planning to promptly fill the permanent Director position.

Best regards,

Lisa

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# The Survey Says . . . .

## FEDSIM Customer Perceived Value Survey Results



Earlier this fiscal year, FEDSIM surveyed current customers to identify and measure the values they consider when selecting a service organization to acquire and manage their large projects. This Customer Perceived Value (CPV) survey was the follow-up to our baseline study in FY07. The customer feedback from the FY07 survey helped FEDSIM

determine our strategies for the future, identify areas of focus for improvement, and gauge our overall performance. We worked hard in the last year to improve, so we were anxious to see the results of this year's survey and compare it to the last.

### **RESULTS**

Again this year the number of customers participating in our study was exceptional and we received thoughtful and constructive feedback. The survey asked each anonymous participant to rank 10 factors in terms of importance to them, rate FEDSIM on each factor, and compare FEDSIM to the best alternative for those factors. Here is what our customers indicated:

- Overall, FEDSIM was rated as providing superior performance compared to its competitors, substantially improved from the previous CPV study.
  - 9 out of 10 factors were rated superior to the best alternative, compared to 5 out of 10 in FY07 survey.
  - Top 3 advantages FEDSIM offers compared to the best alternative were our Service Provider Representatives, Easy to Do Business With, and Project Management Expertise.
- Respondents continued to report that each of FEDSIM's service offerings is important to them.
  - In terms of relative importance, the 3 most important factors for FEDSIM customers are: Pre-Award Contracting Expertise, Post-award Contract Administration Expertise, and Easy to Do Business With.
- The relative importance of the CPV factors did not change significantly since the last study.
- Customers in the current study reported less experience with all alternative services to FEDSIM than previously, apparently due to their satisfaction level with FEDSIM.
- According to the survey firm managing the study, the FEDSIM improvement from the previous survey was largest they had ever witnessed.

### **FEDSIM RESPONDS TO CUSTOMERS**

FEDSIM offers its sincere thanks to all who participated in the survey. Your feedback from this year's survey is critical to FEDSIM's continuing efforts to monitor the value we provide to you and identify areas for improvement. We believe the survey results demonstrate FEDSIM is client-focused and responds to customer input. Finally, we are humbled by the high regard you have for FEDSIM and pledge to continue to strive to retain your loyalty. 🙌

**“Overall, FEDSIM was rated as providing superior performance compared to its competitors, . . .**

**9 out of 10 factors were rated superior to the best alternative”.**

### **REMINDER**

**We are approaching the end of the fiscal year. Please speak with your FEDSIM Project Manager for any end of fiscal year requirements.**

# Lean Six Sigma Taking Off

## Lean Six Sigma Principles Powering FEDSIM Improvements

**Ann Williams, Quality Assurance Manager**



With two projects well underway, a third in the wings, and over 30 employees having completed green and white belt training, FEDSIM's Lean Six Sigma efforts have really taken off. The "Negotiated Award Date Project" is applying Lean Six Sigma principles to the Acquisition Phase – the time from definition of a client's bona fide need to initial award. This project has completed the Define, Measure, and Analyze Lean Six Sigma phases and is currently in the Improve Lean Six Sigma phase. The results of this project have been 35 recommendations for process improvement. Five of the process improvements have been implemented and nine other process improvements are scheduled to be implemented by the end of the fiscal year. The remaining process improvements will be implemented next fiscal year.

Now that the "Negotiated Award Date Project" has reached the Improve phase, the Lean Six Sigma project team is turning its attention to the other FEDSIM Lean Six Sigma project – "Cycle Time Project" where the Lean Six Sigma principles are applied to post-award modifications times. This project has completed the Define phase and work is starting on the Measure phase. This project will utilize historical data from FEDSIM's Tracking and Ordering System (TOS) to identify trends and determine opportunities to streamline the process.

### **LEAN SIX SIGMA TRAINING COMPLETED**

Twenty eight FEDSIM employees have completed White Belt training offered by the Federal Acquisition Service Process Improvement Program. The White Belt training provided a high level overview of Lean Six Sigma. The training attendees learned the basics of Lean Six Sigma and participated in an interactive exercise that demonstrated how Lean Six Sigma works. Most of the project team members for the two FEDSIM Lean Six Sigma projects took the training, which will help them better understand the use of Lean Six Sigma methods and tools on the projects. At the end of the one day training class, the attendees received White Belt certificates signed by the Federal Acquisition Service commissioner.

Two FEDSIM Program Management Office employees attended Green Belt training last year. One of them is on the Lean Six Sigma Steering Committee that decides whether a project should be a Lean Six Sigma project and at the conclusion of the project, whether the Green Belt in Training should receive a Green Belt. The other FEDSIM employee has been managing the FEDSIM "Negotiated Award Date Project". The results of this project will be presented to the Lean Six Sigma Steering Committee in September at which time it is anticipated the FEDSIM employee will receive her Green Belt.

The Federal Acquisition Service Process Improvement Program has another round of Green Belt training scheduled in August and September, 2008. A FEDSIM Senior Project Manager will be attending this training. Once the training has been completed, this Green Belt in Training will be leading a project to standardize FEDSIM's post award project management practices and procedures. 

### **More Information**

#### **Lean Six Sigma**

<http://www.army.mil/ArmyBTKC/foqus/cpi/tools3.htm>

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# FEDSIM Now In Crystal City

*New Location More Convenient to Many Clients*



FEDSIM is on the move again! After seven years at our Alexandria, VA location, FEDSIM's offices moved to Crystal City, Virginia in late May, 2008. Convenient to our many clients at the Pentagon and downtown Washington, our new offices are located in two adjacent buildings that house the GSA Federal Acquisition Service's Headquarters in the Crystal Plaza complex in Arlington, VA. The FEDSIM Civilian and

Defense Programs are located in Crystal Plaza 3 (2100 Crystal Drive) and the FEDSIM Program Management Office is located in Crystal Plaza 4 (2200 Crystal Drive). Our new main telephone number is 703-605-3622. You can still reach us toll free at 866-FEDSIM1 and by email at [fedsim@gsa.gov](mailto:fedsim@gsa.gov). 🖱

## More Information

**FEDSIM Crystal City visitor details**

<http://tinyurl.com/6zby5t>

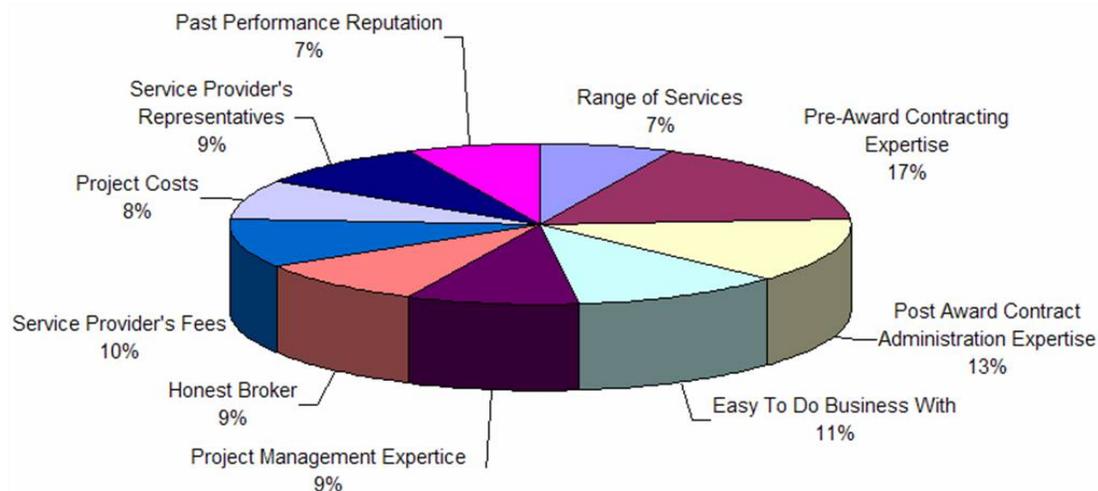
## FEDSIM's McKenzie Retires



After 41 years of Federal service, Bobby McKenzie, the Group Manager for FEDSIM's Air Force Group, retired on May 29, 2008. Joining FEDSIM in 1973, a year after the organization was created, Bobby held a number of positions during his tenure with FEDSIM. In 2005, Bobby received the FTS Assistant Commissioner's Award for Teamwork for the outstanding acquisition support provided to AF DCS, Air and Space Operations. We wish Bobby the best of luck in his well deserved retirement! 🖱

## By The Numbers

FY08 Client Perceived Value Survey Results Importance Factors



**Relative importance of values in judging service providers such as FEDSIM.**



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