

FOR IMMEDIATE RELEASE:

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**THE GENERAL SERVICES ADMINISTRATION'S (GSA) FEDERAL ACQUISITION SERVICE RECOGNIZED
FOR EXEMPLARY BUSINESS PROCESS MANAGEMENT (BPM) PRACTICES.**

*The Mercator Group congratulates its client, FAS, for being selected as one of three winners of the
inaugural Gartner BPM Excellence Awards.*

Arlington, VA (August 25th, 2009) – The Federal Acquisition Service (FAS) is being honored by the Gartner Group at an awards presentation and winner's panel on October 6th, 2009 at The BPM Summit 2009 in Orlando, Florida. FAS is being honored for its innovative BPM practices, and the real business successes made possible by the FAS BPM Center of Excellence. FAS will be represented by Charles Popelka, who has led FAS's business process improvement effort from its inception, and is well known within the Government BPM community for his efforts to promote better government using BPM. Other award recipients are Toyota and NRC. Each of the Gartner BPM Excellence Award recipients has been invited to present their case to attendees in an interactive panel forum at the 2009 Summit.

Business Process Management (BPM) is about putting in place the management disciplines to effectively align resources to the customer and to ensure the continued ability to adapt the organization to meet their ever changing requirements. Over the past three years, FAS, with support from The Mercator Group, has clearly demonstrated its expertise and success in exercising solid BPM practices through various initiatives:

In FY07, FAS, with support from The Mercator Group, successfully implemented its "New Offer Process 30-Day Challenge". As a result, the organization was able to create an express desk capable of reducing the time to process contract modifications from 120 days to 30 days. The FAS team accomplished this feat by identifying and separating out the "value added" components of its overall process, from the rest, including: "non-value added" activities, "collaboration delays", "resource bottlenecks" and "rework". The current state analysis revealed that over 80% of the original 120-day average cycle time to award a new offer was due to collaboration delays and resource shortages.

In FY '08, the FAS team developed and end-to-end process design for the FAS core acquisition processes, to include the consolidation of redundant system and the extension of the current workflow environment using BPMS. The project resulted in a detailed acquisition portfolio improvement plan consisting of 15 major initiatives with over \$100 million in projected savings. The plan is currently being implemented with support from the FAS Business Process Center of Excellence (BCOE).

For more information about the Gartner BPM Excellence Awards, please contact Juan P. Fernandez, Director Program Management, Gartner Worldwide Events Office: at (203) 316-6783 or juan.p.fernandez@gartner.com.

ABOUT GSA and FAS

The GSA manages over one-fourth of the Government's total procurement dollars and influences the management of \$500 billion in federal assets. GSA's Public Buildings Service oversees 8,600 Government-owned or leased buildings. By managing over 18,000 contracts and 213,000 vehicle fleet, the agency's Federal Acquisition Service (FAS) generates over \$60 billion annual business volume. GSA established the FAS in 2006 by combining the existing Federal Technology Service (FTS) and Federal Supply Service (FSS). The FTS/FSS reorganization was part of GSA's overall effort to meet the increasing requirements of federal agencies for excellent acquisition services. In addition to improving customer service, this change is enabling the agency to nurture the career development of GSA's acquisition workforce, and reinforce efforts already underway to assure reliability, consistency and compliance of all acquisition services.

ABOUT THE MERCATOR GROUP

The Mercator Group (TMG), a minority woman-owned company, was established in May 2002 for the sole purpose of providing trusted advisory services to its clients. TMG has a unique and conservative business model that scales according to client needs. Our success rests on our understanding of the role of human factors in achieving organizational change. Currently we support the Federal Acquisition Service, Global Supplies & Services and the General Service Administration. TMG recently completed a comprehensive business process transformation plan for FAS that was approved by the FAS Management Council, and presented to OMB as the basis for transformation.