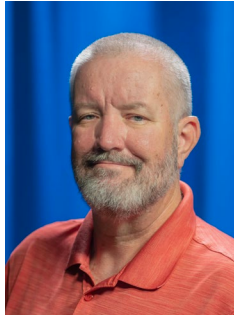




Battling Perceptions: Providing Great Customer Service in Purchasing



Presenter

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Dan has served the public procurement profession in volunteer positions at the local, regional, state and national level over the course of his career including CAPPO, the Nevada Public Purchasing Study Commission, the Universal Public Procurement Certification Council, and NIGP.

Summary:

The Purchasing Department is often seen as the enemy to progress and efficiency in any organization. Within government, the perception is negative for both the customers of the department and the general public. This discussion will offer simple solutions for battling the perception of "Purchasing is the obstacle to reaching my goals."