



**Department of Veterans Affairs
Supplier Relationship Management Forum**

August 3, 2012

**Sheraton Seattle Hotel
Seattle, WA**

VA Mission – Vision – Core Values

VA Mission

To fulfill President Lincoln’s promise – “To care for him who shall have borne the battle, and for his widow, and his orphan” – by serving and honoring the men and women who are America’s veterans.

VA Vision

To provide veterans the world-class benefits and services they have earned – and to do so by adhering to the highest standards of compassion, commitment, excellence, professionalism, integrity, accountability, and stewardship.



VA Core Values

Because I CARE, I will...

Integrity

Act with high moral principle. Adhere to the highest professional standards. Maintain the trust and confidence of all with whom I engage.

Commitment

Work diligently to serve Veterans and other beneficiaries. Be driven by an earnest belief in VA’s mission. Fulfill my individual responsibilities and organizational responsibilities.

Advocacy

Be truly Veteran-centric by identifying, fully considering, and appropriately advancing the interests of Veterans and other beneficiaries.

Respect

Treat all those I serve and with whom I work with dignity and respect. Show respect to earn it.

Excellence

Strive for the highest quality and continuous improvement. Be thoughtful and decisive in leadership, accountable for my actions, willing to admit mistakes, and rigorous in correcting them.

Welcome!

The Department of Veterans Affairs (VA) is hosting this Regional Supplier Relationship Management Forum as a continuation of the dialog we began with our supplier community in August 2009. It is one of many steps VA is taking to assess and improve our acquisition business processes, thus enabling VA to continue to provide high quality services and support to our Nation's Veterans.

We have three goals for this Forum:

- 1.** Establish and foster a supplier relationship management framework
- 2.** Create an environment for an open dialogue that enables improvement of products and services to Veterans
- 3.** Assess the current state of supplier perception and satisfaction with the VA acquisition process.

This Forum is a key element of our comprehensive VA 360° Customer Satisfaction Key Performance Indicator initiative and we hope this will provide an opportunity for you, our valued suppliers and partners, to provide feedback to VA via facilitated discussions in the focus groups.

Your feedback from this event will set the stage for long term collaboration and will benefit supplier relationships with VA and our Veterans for years to come.

Thank you for your participation!

AGENDA

8:00 am	Registration – Metropolitan B Foyer located on 3rd floor Informal Networking
8:30 am	Introduction - Metropolitan Ballroom Welcome
8:35 am	SRM Update - Metropolitan Ballroom Presentation by VA, followed by Q&A session <ul style="list-style-type: none"> • Overview of changes: Goals achieved and actions to date • Signs of progress • Key challenges ahead
9:10 am	OSDBU Update - Metropolitan Ballroom
9:30 am	Participant Survey - Metropolitan Ballroom
9:45 am	Break
10:00 am	Facilitated Breakout Session – Leschi, Kirkland, Ravenna A, Ravenna B and Ravenna C <i>*all on 3rd floor</i>
11:45 am	Optional Networking Lunch for Participants – Ballard located on 3rd floor (not open to Government participation) <i>for pre-registered participants only</i> Opportunity for participants to network with their colleagues over a buffet lunch
1:15 pm	VA Café – Metropolitan Ballroom
2:15 pm	Break
2:30 pm	Breakout Report Outs - Metropolitan Ballroom Facilitators Report Breakout Group Topics
3:00 pm	Ask the VA - Metropolitan Ballroom Facilitated question and answer session with panel of VA leaders
3:30 pm	BREAK – Metropolitan B Foyer
3:45 pm	Survey Results Report Out to Participants - Metropolitan Ballroom
4:15 pm	Winding Down - Metropolitan Ballroom <ul style="list-style-type: none"> • Next steps • Participant Survey • Evaluation: Plus-Delta • Final thoughts • Adjourn
4:30 pm	Adjourn