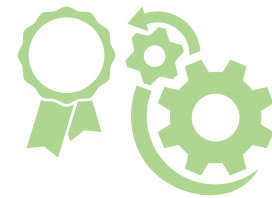




Ontario Shared Services  
Supply Chain Ontario

# VISION 2020

Leaders in public sector supply chain management for Ontario



## Operational Excellence

- Streamlined operational processes
- Technologies to enhance supply chain activities
- Knowledge management and sharing strategy

Consistently use best-in-class practices in our operations



## Superior People & Talent

- Talent recruitment, management and retention strategy
- Learning and development program
- High-performance culture that is flexible, innovative and collaborative

Develop, attract and retain top talent



## Strategic Client & Vendor Relationships

- Client Relationship Management (CRM) model
- Vendor Relationship Management (VRM) model

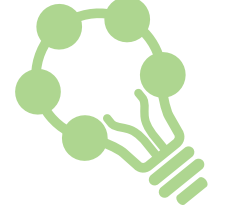
Consistently meet our clients' and vendors' expectations



## Value Driven

- Data collection and management strategy
- Contract and vendor performance management program
- Category management strategy

Deliver high-quality outcomes that create and maximize value



## Innovation & Growth

- Innovation hub to discover and generate new ideas
- Integrated model for Ontario's public sector
- Service expansion strategy for the public sector

Be recognized as a leader that influences and impacts best practices

### STRATEGIC PILLARS

### STRATEGIC INITIATIVES

### OUTCOMES

# MISSION

Supply Chain Ontario is committed to delivering excellence, innovation and value in supply chain management for Ontario's public sector



Ontario Shared Services  
Supply Chain Ontario

# VISION 2020

## DEFINING OUR FUTURE-STATE PILLARS



### Operational Excellence

- We drive internal efficiencies and effective solutions
- We strive for continuous improvement and outcome-based evaluation
- We break down silos through collaboration and communication
- We leverage technology to drive efficiency and improve service delivery



### Superior People & Talent

- We have a high-performance culture that embraces change and promotes diversity and inclusion
- We invest in our people by offering learning and development opportunities
- We inspire and empower our people to be the best at what we do



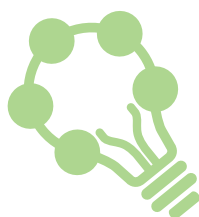
### Strategic Client & Vendor Relationships

- We listen to the voice of our clients and vendors to understand their needs
- We proactively collaborate with clients and vendors to build strategic partnerships
- We create the best experience for our clients and vendors by making processes easy for them
- We enhance our presence and visibility with clients and vendors



### Value Driven

- We base our decisions on reliable evidence
- We seek opportunities to maximize value for Ontario's public sector
- We enable Ontario's public sector to spend effectively
- We have goals that are aligned to government priorities



### Innovation & Growth

- We use innovative procurement models to meet client needs
- We expand and broaden our service offerings to the broader public sector
- We take calculated risks to support innovation and growth
- We create and share leading practices in supply chain management