



U.S. Customs and
Border Protection

NDIA Homeland Security Symposium

September 10, 2008



U.S. Customs and Border Protection

Our Mission

We are the guardians of our Nation's borders.

We are America's frontline.

We safeguard the American homeland at and beyond our borders.

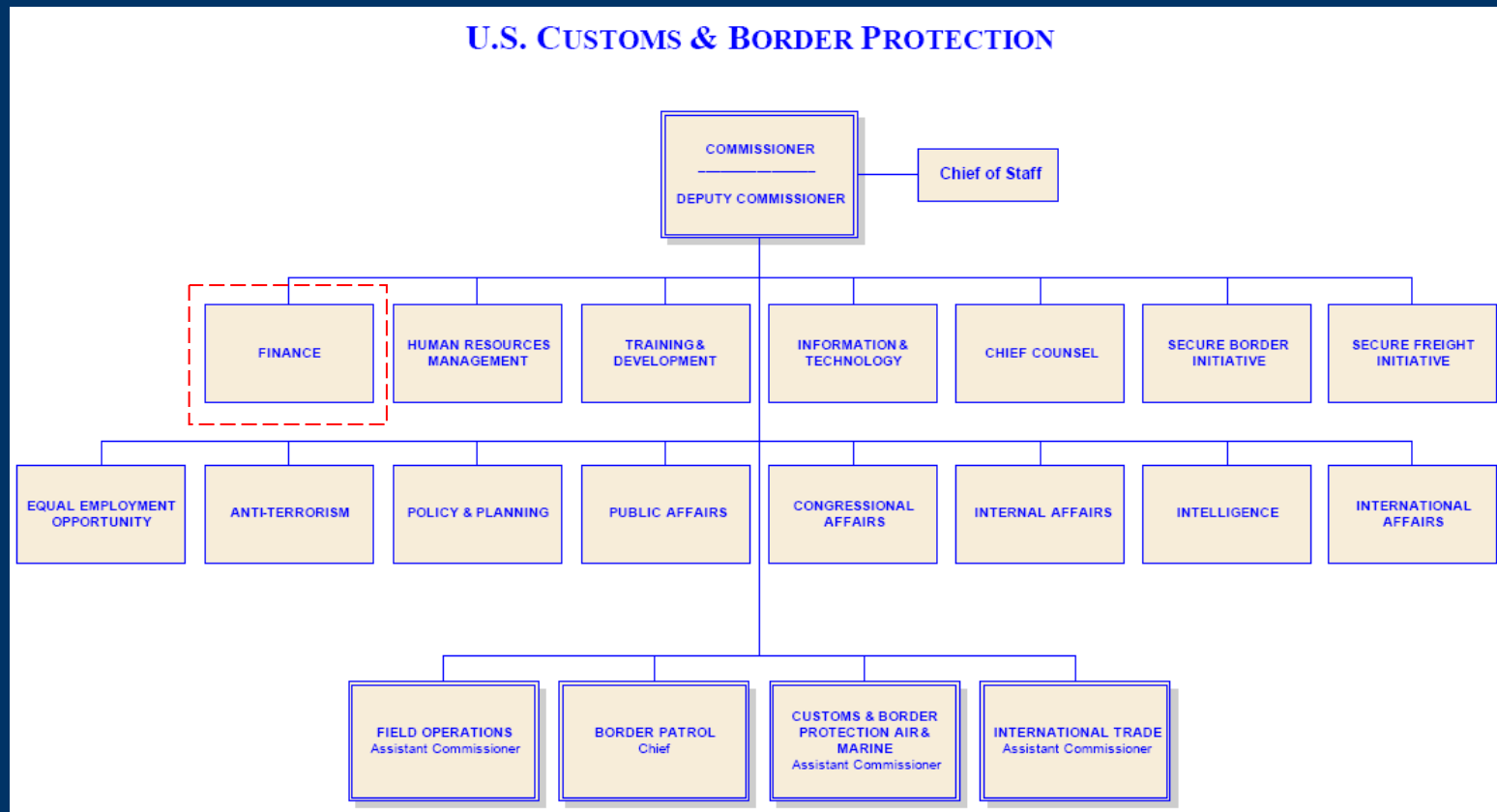
We protect the American public against terrorists and the instruments of terror.

We steadfastly enforce the laws of the United States while fostering our nation's economic security through lawful international trade and travel.

We serve the American public with vigilance, integrity and professionalism.

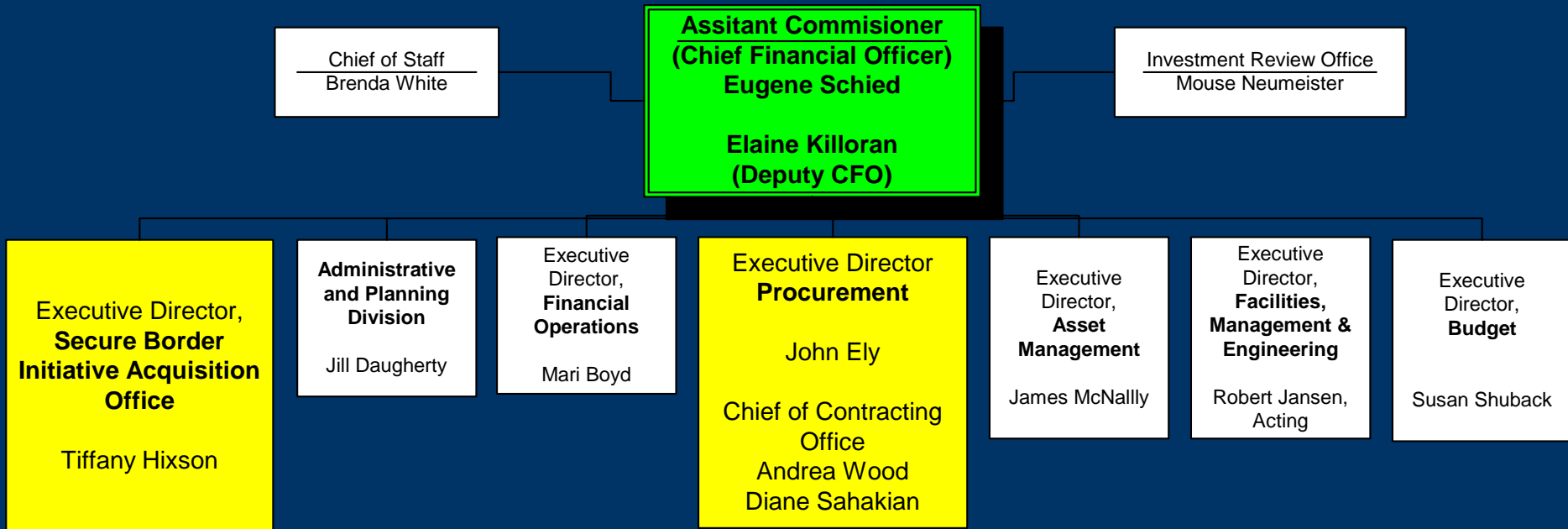


CBP Organizational Chart





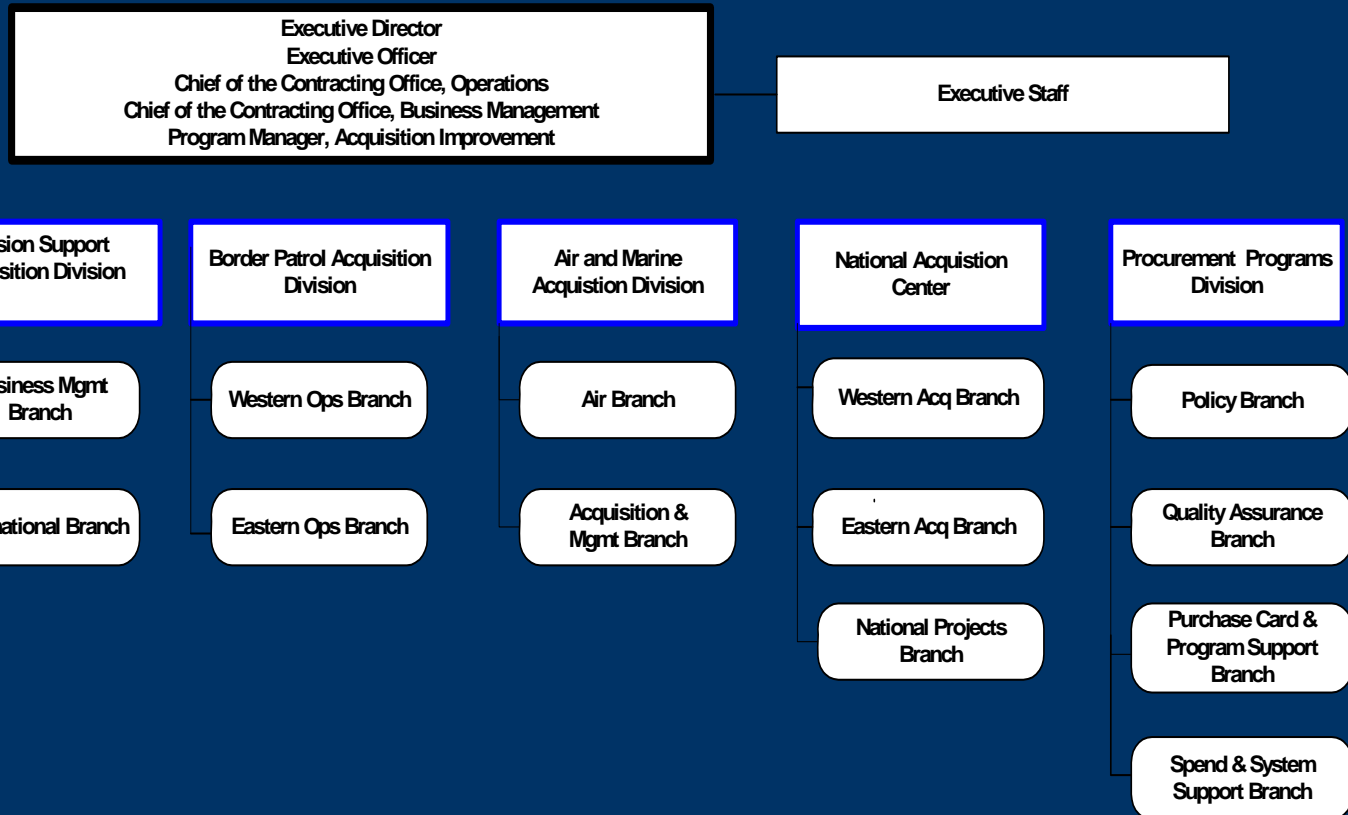
U.S. Customs and Border Protection Office of Finance Organizational Chart





U.S. Customs and Border Protection's Head of Contracting Activity (HCA) Organizational Chart

U.S. Customs and Border Protection
Office of Finance
Procurement Directorate

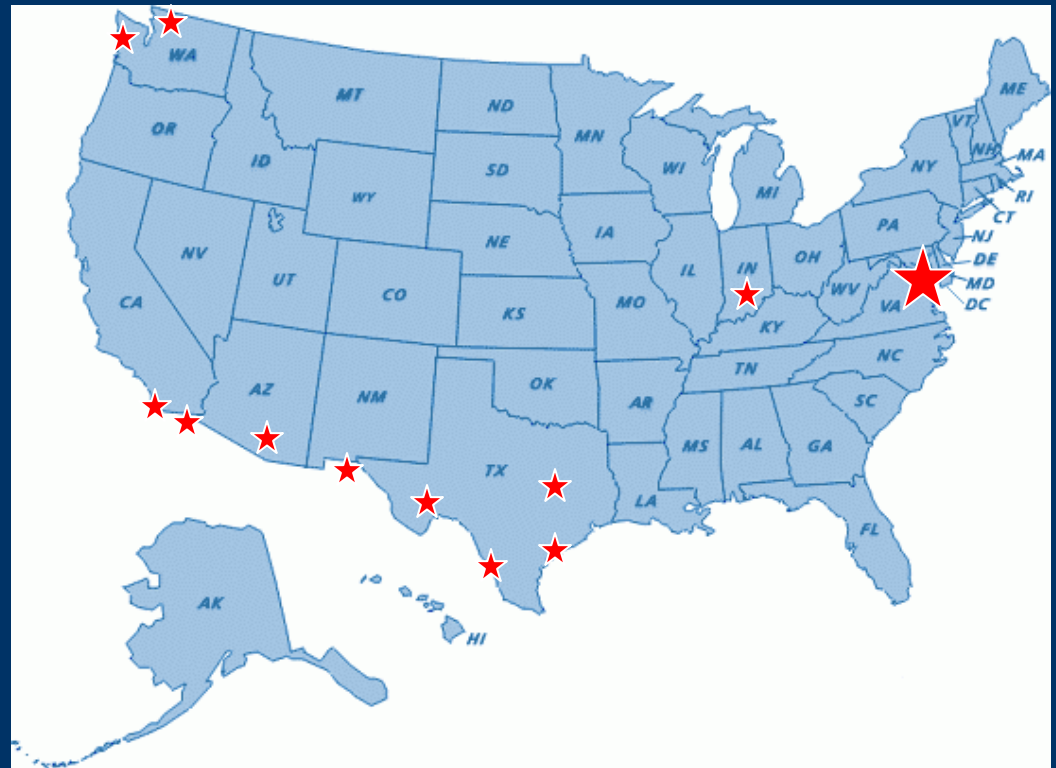




U.S. Customs and Border Protection's Procurement Directorate Organization

CBP's Procurement Directorate is dispersed.

- Dallas, TX
- El Paso, TX
- Rio Grande Valley, TX
- Laredo, TX
- Del Rio, TX
- Blaine, WA
- Spokane, WA
- Tucson, AZ
- San Diego, CA
- El Centro, CA
- Indianapolis, IN
- Washington, DC





U.S. Customs and Border Protection's Procurement Directorate Activities

- 2.75 Billion Spend in 2007
- Reverse Auctioning
- Strategic Sourcing
- Traditional Methods
- 14,507 Acquisitions
- 278,637 P-card Transactions





U.S. Customs and Border Protection's Procurement Directorate Features

'We ensure the timely acquisition of all goods and services needed to carry out the mission of U.S. Customs and Border Protection.'



What we buy:

Food and Beverage Items, Body Armor, Ammunition, Uniform Rental & Laundry Services



U.S. Customs and Border Protection's Procurement Directorate Activities

■ What we buy

- Canines
- Uniforms
- HR Management Services
- Training
- Radios
- Horses





U.S. Customs and Border Protection's Procurement Directorate Activities

■ What we buy:

- Airplanes, maintenance, parts and services
- Helicopters
- Boats
- Information Technology equipment and services
- Non-Intrusive Inspection Devices





U.S. Customs and Border Protection's Procurement Directorate Activities

- What we buy:
 - Night Vision Goggles
 - Grounds & Facilities Maintenance
 - Gun Cases





Continuous Improvement

- Acquisition Improvement Initiative (AI²)
 - Systematic approach and framework to improve operations
 - Focuses dedicated resources on managing improvement initiatives
 - Coordinates organization-wide view of initiatives and best practices
 - Balances the challenge of accomplishing continuous improvement and daily work activities
 - ABCD Model



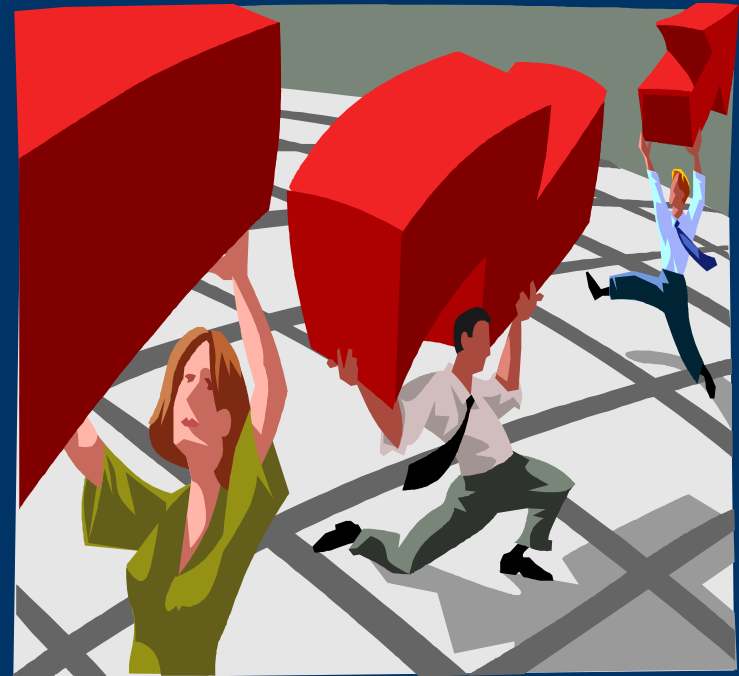
Continuous Improvement – Why?

- The growing size, complexity, and speed of the mission demands it
- Our customers are improving
- Our customers and our people tell us there is room for improvement
- We want to be the best organization we can be



The means to improve: AI²

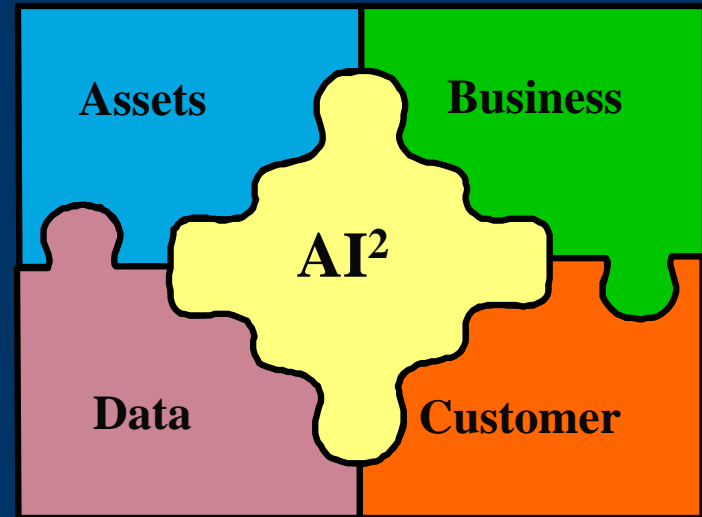
- The Acquisition Improvement Initiative - a program, but more than that
- Continuous improvement fully integrated into the organization's culture, mission, goals, and daily activities





AI²

- **Assets**
 - People, leadership, tools
- **Business**
 - Processes
- **Customer**
 - Needs, expectations and relationships
- **Data**
 - Informed decision making using data



AI² teams' focus: Issues affecting customers and Procurement

Assets

- Quality of Life
- Knowledge Management
- Skills
- Human Capital Management
 - Recruiting
 - Hiring
 - Retention
- Leadership Development

Business

- Procurement Processes
- 1101 Organization
- Quality Assurance
- Disaster Preparedness
- Contract Administration

Customer

- Customer Education
- COTR Training and Education
- Executive Education
- Communication
- OF EOY Lessons Learned
- Customer Service Awareness

Data

- Spend Analysis
- Reports
- Measures and Metrics
- Contract Sources
- Strategic Sourcing
- Systems



Knowledge Management

Knowledge Management (KM):

ability to form a collection of structures and processes aligned to leverage human know-how and acquire the maximum return for an organization

Benefits of KM:

- ✓ Retain institutionalized knowledge
- ✓ Identify, store, manage, market and access best practices
- ✓ Share lessons learned
- ✓ Maximize group collaboration and facilitate communication
- ✓ Promote business process innovation
- ✓ Leverage individual experience and expertise
- ✓ Facilitate communication
- ✓ Increase interaction with internal and external customers
- ✓ Accelerate development of workforce knowledge and expertise



U.S. Customs and
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ARMS

Acquisition Resource
Management System

Knowledge Management.
Simple. Smarter.



U.S. Customs and
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Contacts

- John Ely, Executive Director Procurement (202) 344-1472
- Tiffany Hixson, Executive Director Secure Border Initiative (202) 344-2500
- Diane Sahakian, Business Operations Chief Of Contracting (202) 344-1123
- Andrea Wood, Business Management Chief of Contracting (202) 344-1814
- Patricia Larsen, Business Improvement Director (202) 344-1139
- Frances Smith, Acquisition Resource Management System Chief Knowledge Officer (202) 344-2706
- Brenda Long, Secure Border Initiative Chief Knowledge Officer (202) 344-1259