

**SECTION 3: CLIENT RELATIONS**

**SUBJECT: SUPPLIER INTERACTIONS AND OUTREACH Procedure 3.3**

**POLICY:** Outreach and interaction between University of Washington (UW) Procurement Services staff and UW suppliers allows UW and the supplier community to maximize the benefits of their relationships. All staff should endeavor to participate in outreach activities whenever possible.

**PROCEDURE:**

Procurement Services staff frequently interact with UW suppliers and businesses that may become UW suppliers. Interactions include informal discussions in addition to formally scheduled events. Interacting with vendors and establishing partnerships is a critical part of the University's strategic framework, and an important part of all Procurement Services staff's responsibilities.

Whenever interacting with suppliers, or potential suppliers, staff should always behave professionally, courteously, and seek to create value for UW and maximize opportunities for suppliers.

Scheduled campus events, including on-campus supplier fairs, and Business Diversity Program events provide campus customers with a chance to meet UW suppliers and discuss solutions with UW business partners. Procurement Services staff involvement in these events is critical to provide guidance and connections between suppliers and departmental staff. These relationships add value by exposing campus personnel to available purchasing options and exposing UW suppliers to demand for new or existing products.

Scheduled Procurement Services events, including supplier orientations and supplier fairs hosted by other organizations and agencies, provide visibility to the supplier community and opportunities to discover new vendors and their capabilities. This visibility allows the supplier community to understand UW Procurement Services' processes and strategic goals and align themselves with these initiatives and provides Procurement Services staff with information and contacts that can be utilized when developing and issuing competitive solicitations.