

OECEM's Multi-Year Strategic Plan (MYSP)

OECEM's Multi-Year Strategic Plan (MYSP) leverages our proven ability to drive value, savings, choice and service. In 2023, OECEM continued to engage with key stakeholders, including employees, customers, suppliers, and government partners to identify and action opportunities for transformation and collaboration.

OECEM's Customer-Centric Service Delivery Framework (CCSDF) supports our strategic priority of focusing on delivering unparalleled customer-centric services that position OECEM as a premier collaboration partner for the education sector, broader public sector and other not-for-profit organizations. This framework has seven key elements, which have proven successful in driving high levels of customer satisfaction, loyalty, and advocacy in delivering accurate, consistent, high-quality solutions to our customers.



STRATEGIC PRIORITIES

1. Expand Customer Participation

- Continue to serve a high volume of education customers
- Increase the spend of existing customers
- Aggressively pursue other customer segments in the Broader Public Sector (e.g., municipalities and Not-for-Profit sector)

2. Enhance Product and Service Offerings

- Increase and enhance total products and services by:
 - offering an integrated value chain to customers,
 - building out key advisory capabilities, and
 - working with strategic delivery partners as needed

3. Improve Customer Experience

- Continue to advance OECEM's customer-centric strategy
- Emphasize customer and supplier satisfaction by implementing key improvements including an updated digital experience and the provision of more robust data analytics

4. Optimize Organizational Performance and Capacity

- Continue to focus on improving financial performance and sustainability
- Ensure the necessary internal capacity (e.g., staffing, structure, and processes) to expand OECEM's service offerings and customer base while maintaining current service quality