

OECM's Strategic Growth Plan

In 2024, OECM, in collaboration with the Board of Directors, established its **Strategic Growth Plan**, a natural evolution and expansion of the organization's Multi-Year Strategic Plan (MYSP) which was first established in 2020. The three-year growth strategy builds upon OECM's proven ability to drive value, savings, choice, and service while aligning with the evolving needs of Ontario's education, municipal, and broader public sector.

Rooted in stakeholder engagement and market insights, the Strategic Growth Plan is guided by **eight** strategic priorities that focus on prioritizing the customer and supplier partner experience and expanding customer participation, strengthening OECM's presence across diverse public sector segments, enhancing product and service offerings with greater customization and speed to market, strengthening government relations and advocacy, and deepening strategic partnerships to maximize procurement efficiency and impact. Additionally, a targeted emphasis on ESG and Indigenous procurement, alongside investments in technology, people, and resources, will ensure OECM's continued trajectory toward growth and diversification.

By aligning with these priorities, OECM is well-positioned to drive sustainable growth, enhance procurement excellence, and deliver even greater value to customers and supplier partners in the years ahead.

OECM's *Customer-Centric Service Delivery Framework (CCSDF)*

Framework (CCSDF) aligns with our commitment to providing exceptional, customer-focused services. This framework strengthens OECM's role as a Premier Collaboration Partner for the education sector, broader public sector, municipal sector, and not-for-profit organizations.

Built on **seven** key elements, the CCSDF has consistently driven customer satisfaction, loyalty, and advocacy by ensuring accurate, consistent, and high-quality service delivery.

Seven Elements of the CCSDF

1. Listen to the customer
2. Define service offerings
3. Improve customer engagement
4. Enhance effective use of technology
5. Set standards and measure performance
6. Actively involve industry, suppliers and other partners
7. Engage staff and strengthen culture

