
Your Performance

Our evaluation of your performance will be based on your integrity, financial responsibility, technical competence, product capability, service, quality and delivery.

We expect:

- Quality products and services
- Competitive Prices
- Customer service
- Timely Deliveries
- Invoice Accuracy
- Effective follow-through

Our Commitment to you:

We will conduct business in an environment of professionalism. We will treat all of our guests with courtesy and respect.

Supplier Diversity:

• St. Jude Children's Research Hospital promotes an environment that ensures equal opportunity and access to diverse suppliers including small businesses, minority and women owned businesses desiring to provide high quality goods and services.

• We are committed to ensuring that our acquisition efforts are effective, fair and competitive, and include as many diverse businesses as is practical.

• St. Jude Children's Research Hospital (SJCRH) is a member of Mid-South Minority Business Council. Mid-South Minority Business Council serves as our primary diversity identification source.

Key Addresses and Phone Numbers

Purchasing Office

St. Jude Children's Research Hospital
Mail Stop 508
262 Danny Thomas Place
Memphis, TN 38105-3678
Phone: 901-595-3330
Fax: 901-595-3923

Invoicing Address:

Please submit all invoices to:

St. Jude Children's Research Hospital
Accounts Payable
Mail Stop 509
262 Danny Thomas Place
Memphis, TN 38105-3678

Shipping Address:

St. Jude Children's Research Hospital
Attention: Receiving 505 Building
262 Danny Thomas Place
Memphis, TN 38105-3678



Materials Management Purchasing

2015 Guide for Business Partners



WELCOME:

This brochure will serve as your introduction to St. Jude Children's Research Hospital's Materials Management structure and practices. Our business partners represent an important part of our process. A solid understanding of our procedures and practices is the foundation for an excellent relationship.

St. Jude Children's Research Hospital Mission:

The mission of St. Jude Children's Research Hospital is to advance cures, and means of prevention, for pediatric catastrophic diseases through research and treatment. Consistent with the vision of our founder, Danny Thomas, no child is denied treatment based on race, religion or a family's inability to pay.

Materials Management Mission:

To provide customer focused logistics excellence to the SJCRH clinical, research and support staffs as they seek to find cures for children with catastrophic illness through research and treatment.

St. Jude's Business Ethics:

We abide by SJCRH's corporate compliance policy. SJCRH's corporate compliance initiative is designed to promote an environment in which high standards of business practice may exist.

- SJCRH stresses a sense of responsibility that enables it to be a good customer.
- When SJCRH determines that it is in its best interest to utilize a competitive bidding process, SJCRH is committed to a fair and equitable bidding process.
- To all who do business with SJCRH, we will conduct our business in a manner that is

consistent with SJCRH's tax exempt status and all other applicable laws and regulations.

In addition SJCRH also abides by the following principles:

- Conduct all business with honesty, fairness, and integrity.
- Exercise strict rules of personal conduct.
- All concerns regarding vendor violations/practices should be directed to the purchasing manager at tina.finger@stjude.org

Visiting the Campus:

- In order to protect our patients, all employees and visitors; all sales representatives are required to sign in and secure temporary identification badges.
- Report to Materials Management, Customer Service, Building 505, Rm 1000 to receive your vendor pass.
- Please do not wear fragrances in patient care areas or materials management.

Purchasing Guidelines:

- Materials Management, is solely authorized to commit funds for all purchases. Except as noted below,
 - The dietary and pharmacy areas are authorized to release Purchase Orders for food and pharmaceutical items and related products only.
- Purchase orders are required on all purchases of goods and services.
- All correspondence, acknowledgements, packing slips, shipping labels, and invoices must bear the assigned purchase order number.
- All shipments are to be FOB destination, freight prepaid and allowed, unless otherwise agreed upon and noted.

Affiliations:

GPO:

- SJCRH is a member of the Novation group purchasing organization. We fully support Novation's committed purchasing strategy.
- We look to Novation as our primary source of contract pricing.

Children's Hospital Association (CHA):

- We are a member of CHA. CHA is a business alliance of the 41 leading North American pediatric hospitals.
- As a member of CHA we are able to take advantage of CHA's generated contracts.
- We fully support CHA's contracting efforts aimed at providing opportunities for consolidated purchasing, innovative methodologies and systems.

ECRI:

- SJCRH is a member of ECRI.
- We rely on ECRI for equipment sourcing, budget planning, price analysis and other information related to equipment acquisition.

New Products:

- SJCRH has a clinical products utilization and selection committee.
- All clinical products must be introduced through the Purchasing department.
- Companies are not authorized to leave samples in the department without the knowledge of the Purchasing Department.
- All evaluations will be coordinated through the Purchasing Department.