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# Customer Case Study: U.S. Centers for Disease Control and Prevention

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## ABSTRACT

The mission of the Centers for Disease Control and Prevention (CDC) is to prevent death and disability caused by disease and injuries. To accomplish this mission, CDC awards more than 70 percent of its budget to extramural grant programs and contracts. The CDC partners, such as state health departments and research universities, work to understand disease, injury risk factors and populations at risk.

The CDC's Procurement and Grants Office (PGO) began a business transformation project in January 2004. The project, known as the Accelerated CDC Extramural Awards Solution (ACES), sought to improve the efficiency and effectiveness of grant and contract processes.

By using SAS-enabled software and other management tools, PGO has exceeded its targets for most of its cycle time goals in 2005 and in 2006. (Cycle time refers to the time from receipt of an action until award.) Improvements since 2003, the last fiscal year prior to the beginning of the ACES project, are significant.

- For nine types of business processes, PGO has reduced the cycle time by 34 percent.
- At the same time, PGO has increased the number of grants and contract actions by 26 percent with fewer PGO staff supporting this work.

Because of these improvements, CDC is ultimately able to have more health impact on the U.S. and world population. Being able to award funds to partners in public health means that needed research and intervention programs are in place faster.

**No paper was submitted for publication.**

## CONTACT INFORMATION

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