

PROGRESS REPORT

Working Group Name: Financial Process Improvement

Working Group #: 27

Chair: John Crawford

Date: March 21, 2022

Update on Actions Taken Since Last Report:

- This is the second report.
- A third meeting of the Working Group (WG) was held on March 3, 2022.
 - A summary of edits that had been made to the outline of the continuous service improvement oversight process was briefly discussed with the WG. The outline is expected to be ready to discuss with the entire WG at its next meeting.
 - The WG brainstormed ideas for the initial cohort of continuous service improvement projects. It is expected that this discussion will continue at the next meeting. After an initial list is developed, WG members will visit with their teams and peers to seek additional project ideas.
 - Once the list is developed, it was agreed that the EAB process to prioritize these projects would be used. Criteria would be selected from the following:
 - Timeliness to fix
 - Compliance risk
 - Customer impact
 - Expense to fix
 - Expense to continue
 - Ease of implementation
 - Level of control
 - Impact on efficiency
 - Organizational readiness
 - Strategic Alignment

Next Major Issue to be Addressed:

- We need to determine how we will measure progress. Essentially this will be comparing a set of metrics before and after new processes are in place.

Problems or Barriers Encountered and Solutions Identified:

- There is recognition that not all improvement processes will go through the formalized process that this working group is developing. We need to ensure that we do not discourage financial improvements around campus, but that the oversight group is aware of them.

Deliverables Completed:

- None at this time

Timeline for Completion of Remaining Deliverables:

- Finalize the customer service improvement oversight process - March 31, 2022
- Finalize the list of prioritized financial process projects to evaluate – April 30, 2022
- Establish the oversight committee for this initiative – May 31, 2022
- Full implementation of the customer service improvement process – September 1, 2022