PROGRESS REPORT

Working Group Name: Financial Process Improvement

Working Group #: 27

Chair: John Crawford

Date: March 28, 2022

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Update on Actions Taken Since Last Report:

- This is the third report.
- A fourth meeting of the Working Group (WG) was held on March 23, 2022.
    - A summary of edits that had been made to the draft outline of the continuous service improvement oversight process, the Continuous Service Improvement Governance Group, was discussed. Concern was expressed about including CSBA representation on this group because CSBA is currently inactive. There was recognition that a non-academic business administrator and/or a research administrator should be added to the oversight group. It was agreed that oversight group membership would be reviewed.
    - The second item discussed was the process to develop a prioritized initial list of work processes that need improvement. Criteria discussed included the following:
        - Timeliness to fix
        - Customer impact
        - Expense to fix
        - Ease of implementation
        - Level of control
        - Impact on efficiency
    - There was a lot of discussion about how a cost/benefit analysis should be completed for each work process being considered as well as discussion about how specific the information pertaining to the criteria should be. The more specific the information (such as in actual dollars), the less subjective the ratings of a work process would be. However, it was recognized that gathering specific information would be a time-consuming process and expensive process. It was suggested that "compliance issues" be added as an additional criterion in the evaluation process. The criteria matrix will be reevaluated.

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 – April 15, 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