

# Financial Services University of Washington Operational Performance Dashboard As of December 2006 FY 2006 Quarter 6 (Oct-Dec 2006)

---

---

## Financial Services Mission

*To pay the University's bills in a timely, efficient, and cost effective manner.*

## Our key processes include:

*Pay Vendor Invoices*

*Process Check Requests*

*Pay Field Advances*

*Process Travel Expenditures*

*Develop FS Staff*

*Administer the Procurement Card*

*Process Journal Vouchers*

*Process Petty Cash Transactions*

*Issue Sponsor Reports*

*Prepared February 01, 2007*

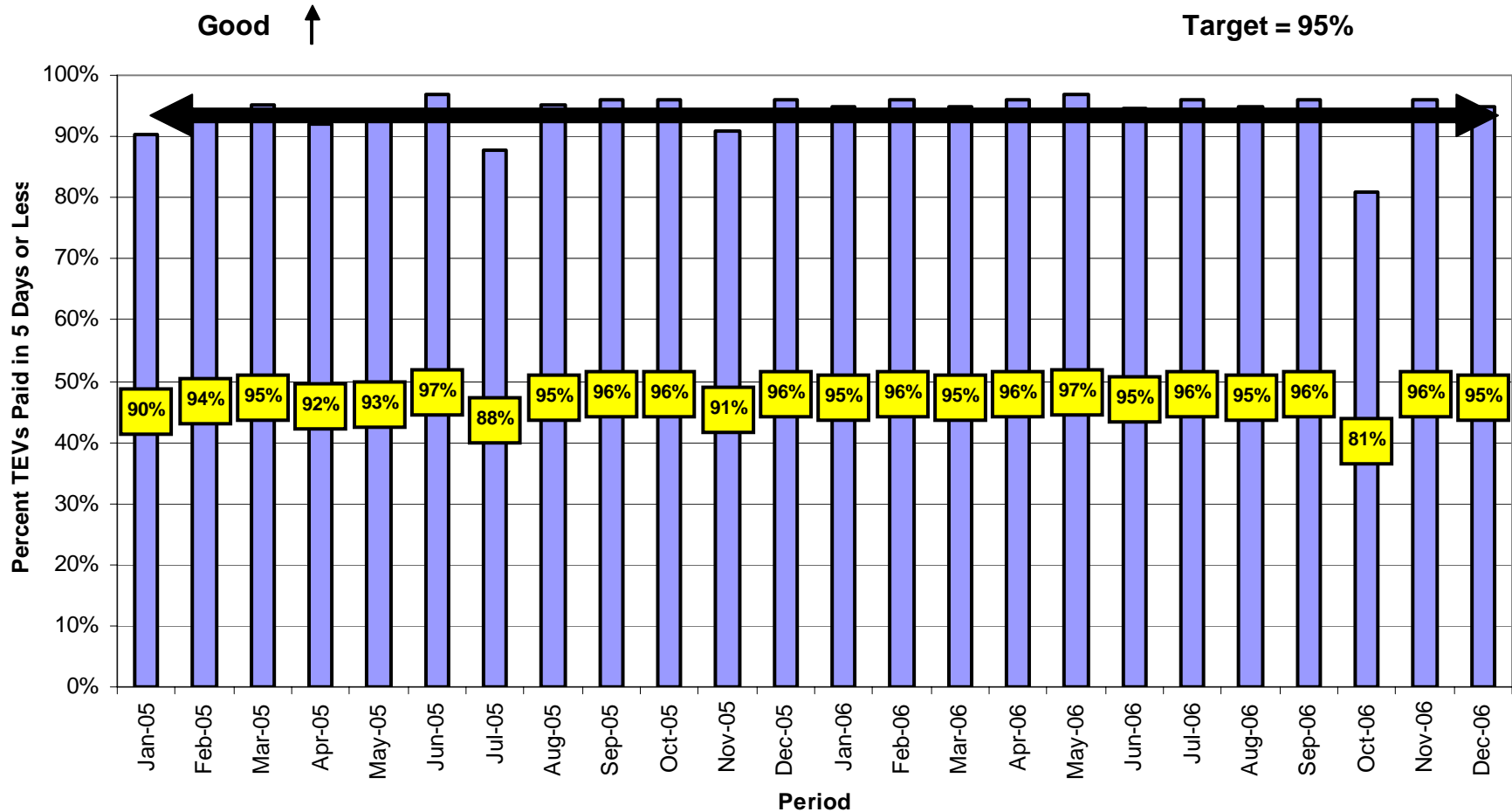
**Financial Services**  
**University of Washington - Operational Performance Dashboard**  
**FY 2006 Quarter 6 (Oct-Dec 2006): Prepared: Feb 01, 2007**

Customer Perspective					Financial Perspective				
Process	Measure	Current Output Measure	Target	Gap (Target-Output)	Process	Measure	Current Output Measure	Target	Gap (Target-Output)
Pay Bills External	1) Percent of Travel Expense Vouchers Paid in Five Working Days or Less.	95% (12/06)	95%	No Gap	Pay Bills External	11) Percent of Online Invoices Paid in 30 Calendar Days or Less from Date of Receipt	96% (12/06)	95%	No Gap
	2) Percent of Invoices with Discrepancies. (Also known as ATAs or Authority to Adjust)	11% (12/06)	5%	6%		12) Percent of Online Invoices Paid in 45 Calendar Days or Less from the Invoice Date.	86% (12/06)	85%	No Gap
	3) Number of Invoice Discrepancies (ATAs) Over 30 Days Old.	173 (12/06)	50	123		13) Percent of Field Advance Dollars Which Were Reconciled in 30 Calendar Days or Less.	64% (12/06)	85%	21%
				14) Percent of Invoices Logged Within 48 Hours of Receipt.		99% (12/06)	95%	No Gap	
Pay Bills Internal	4) Percent of Journal Vouchers Processed in Five Working Days or Less	100% (12/06)	95%	No Gap	Pro Card	15) Average Dollar Amount Spent for Each ProCard Issued.	\$1,161 (12/06)	\$1,150	No Gap
	5) Percent of Field Advances Processed in Five Working Days or Less	95% (12/06)	95%	No Gap					
	6) Percent of Petty Cash Payments Processed in Five Working Days or Less	99% (12/06)	95%	No Gap					
	7) Percent of Manual Invoices Paid in Six Working Days or Less	94% (12/06)	95%	1%					
Internal Business Process Perspective					Learning & Growth Perspective				
Process	Measure	Current Output Measure	Target	Gap (Target-Output)	Process	Measure	Current Output Measure	Target	Gap (Target-Output)
Procurement Card	8) Percent of UW Depts (504 Total) With a Procurement Card	87% (12/06)	85%	No Gap	Develop Staff	16) % of staff highly satisfied with Financial Services	58% (2006)	45% (Bench-Mark)	No Gap
	9) Percent of Purchases Which Could Have, and Were, Made with the Procurement Card.	53% (12/06)	55%	2%		17) % of staff who believe that diversity will make FS more effective (top 2 ratings on scale).	84% (2006)	90%	6%
	10) Increase in FS Productivity – 3 Year Rolling Average.	8.1% (FY 03-FY 06)	5%	No Gap		18) % of staff who are satisfied they have the training they need to create & share knowledge (top 2 ratings on scale).	97% (2006)	90%	No Gap

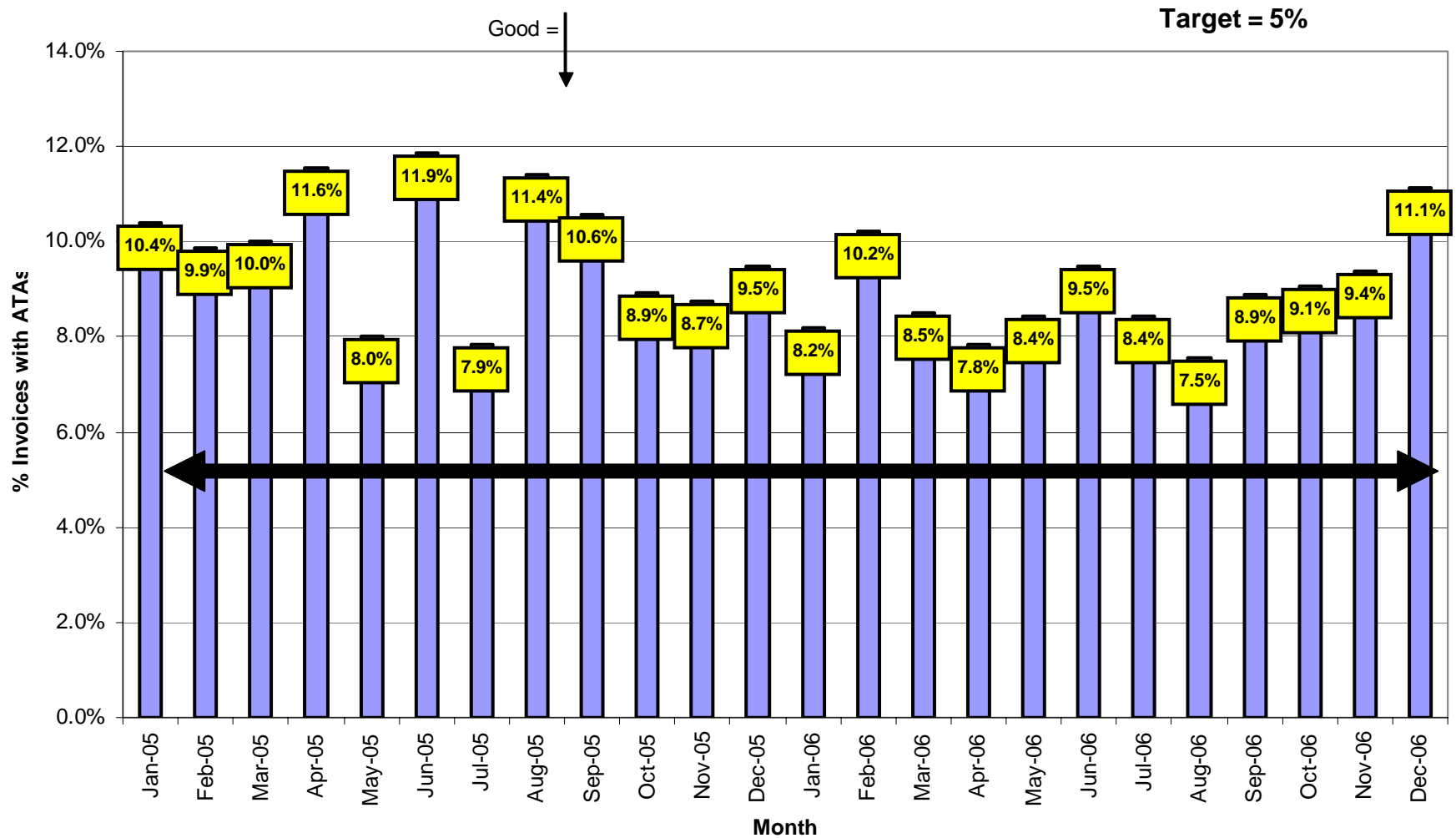
**Financial Services — Operational Performance Dashboard**  
**Objectives of Key Processes**

<b>Customer Perspective</b>	<b>Financial Perspective</b>
<ol style="list-style-type: none"> <li>1. Pay travel expenses <u>quickly</u></li> <li>2. <u>Reduce</u> percentage of invoices that don't agree with original purchase order</li> <li>3. <u>Reduce</u> number of invoices that don't agree with original purchase order</li> <li>4. Process transfers of expenditures to other budgets <u>quickly</u></li> <li>5. Issue cash advances for remote research <u>quickly</u></li> <li>6. Reimburse departmental checking accounts <u>quickly</u></li> <li>7. Pay manual invoices in a <u>timely</u> manner</li> <li>8. <u>Complete</u> topics on department website</li> </ol>	<ol style="list-style-type: none"> <li>13. Pay invoices in a <u>timely</u> manner based upon receipt in Payables</li> <li>14. Pay invoices in a <u>timely</u> manner based upon invoice date</li> <li>15. Reconcile cash advances for remote research in a <u>timely</u> manner</li> <li>16. Log invoices in a <u>timely</u> manner</li> <li>17. <u>Increase</u> average spend per procurement card</li> <li>18. Submit equipment closing reports in a <u>timely</u> manner</li> </ol>
<b>Internal Business Perspective</b>	<b>Learning &amp; Growth Perspective</b>
<ol style="list-style-type: none"> <li>9. <u>Increase</u> departments with procurement cards</li> <li>10. <u>Increase</u> purchases made with procurement cards</li> <li>11. <u>Receive</u> department inventories before next inventory cycle</li> <li>12. <u>Increase</u> overall efficiency.</li> </ol>	<ol style="list-style-type: none"> <li>19. <u>Increase</u> staff involved in professional development</li> <li>20. <u>Increase</u> staff satisfaction with their job and work climate</li> <li>21. <u>Increase</u> employee commitment to diversity.</li> <li>22. <u>Increase</u> employee awareness of training and advancement opportunities.</li> </ol>

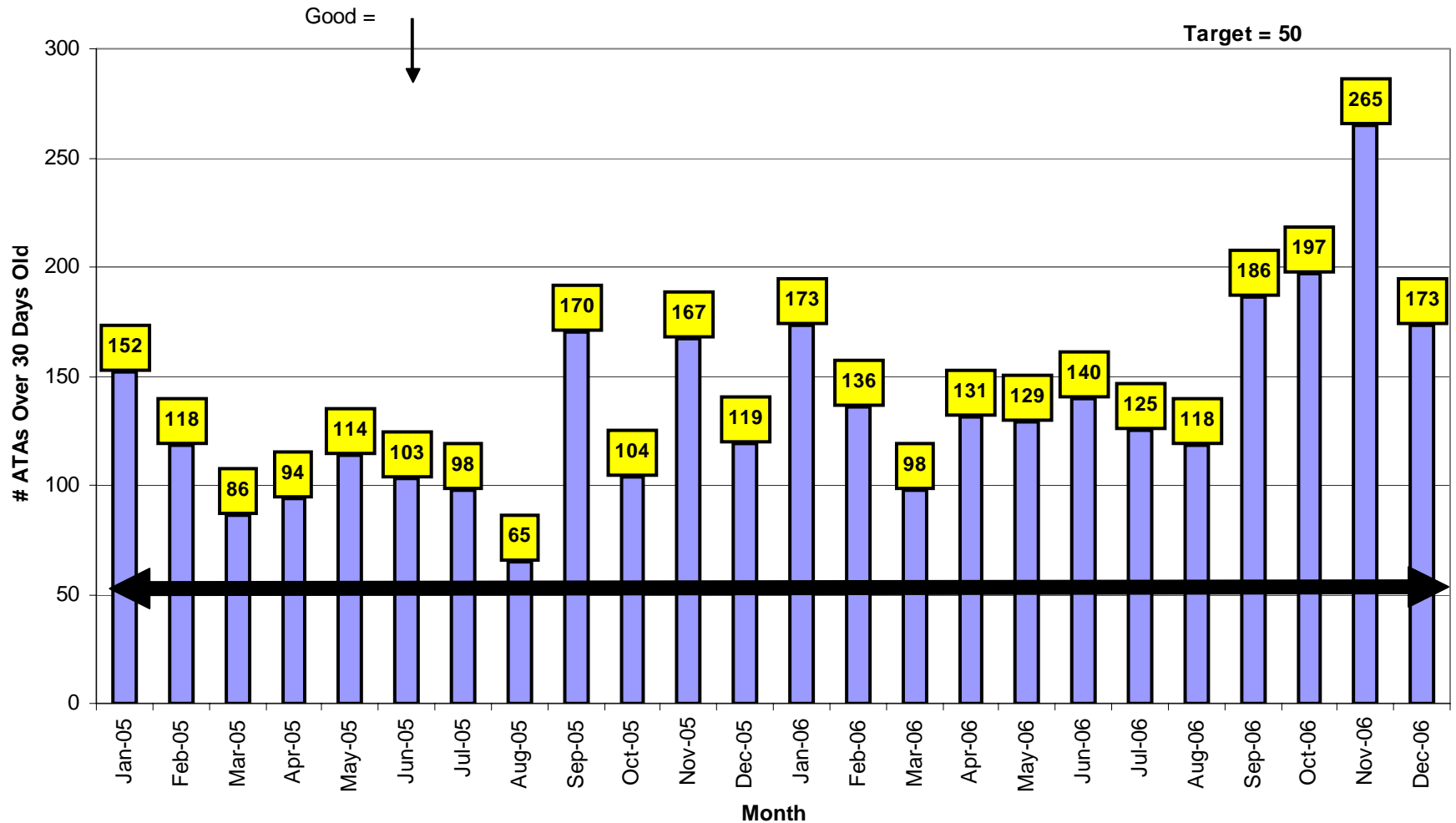
# Item # 1: Percent of Travel Expense Vouchers Paid in Five Working Days or Less



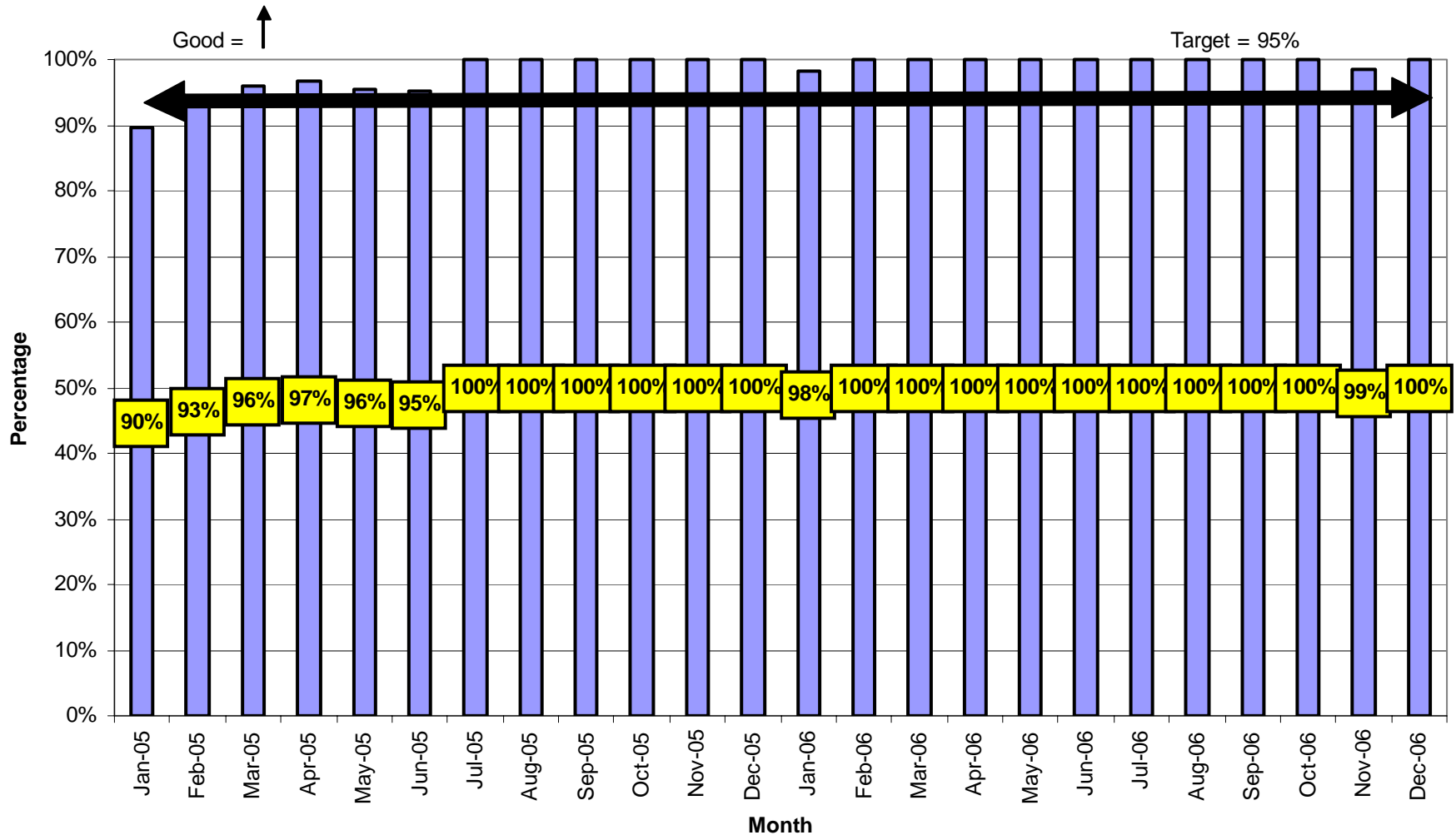
## Item # 2: Percent of Invoices With Discrepancies (Also known as ATAs or Authority to Adjust)



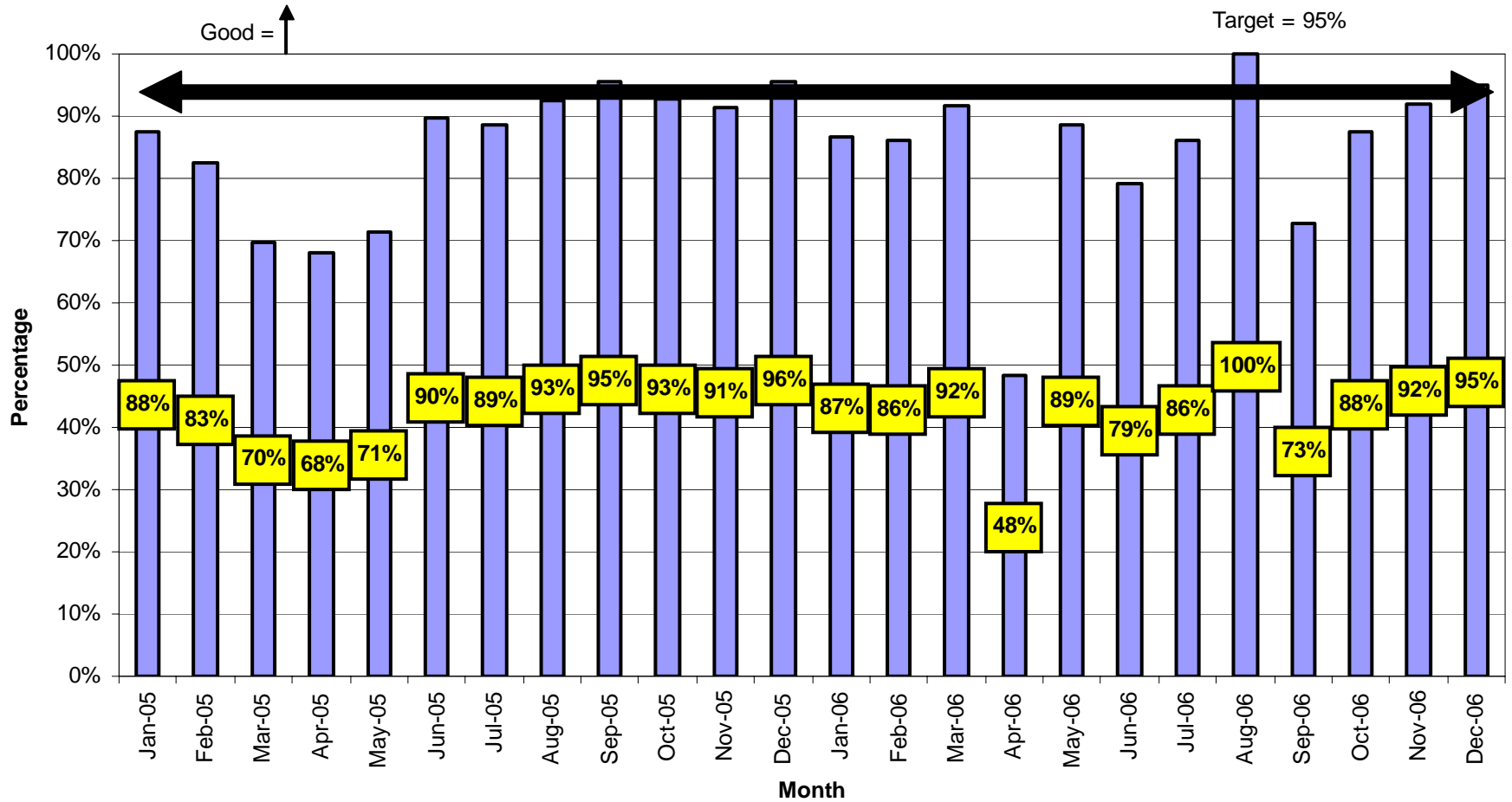
## Item # 3: Number of Invoice Discrepancies (ATAs) Over 30 Days Old



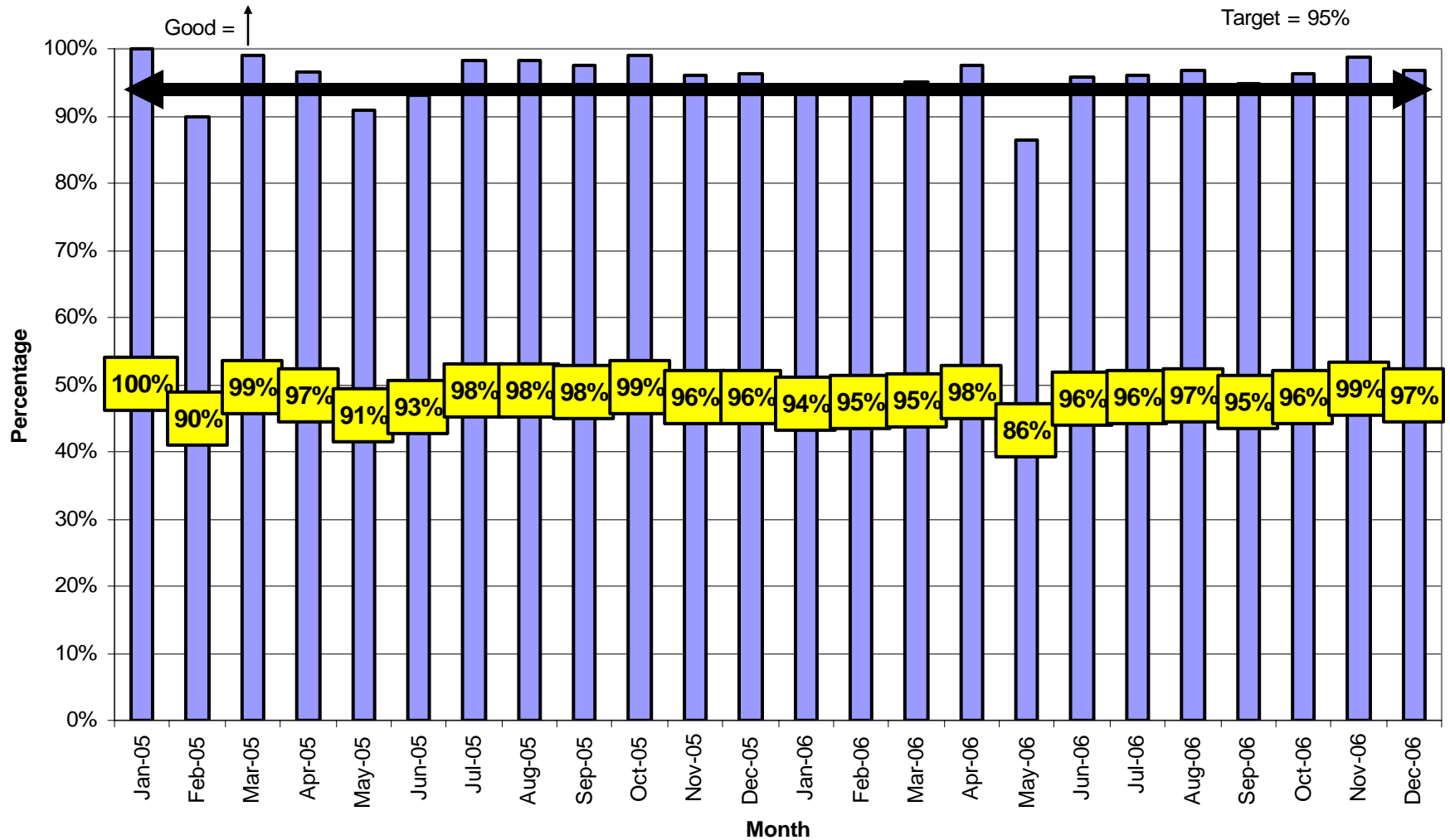
## Item # 4: Percent of Journal Vouchers Processed in Five Working Days or Less



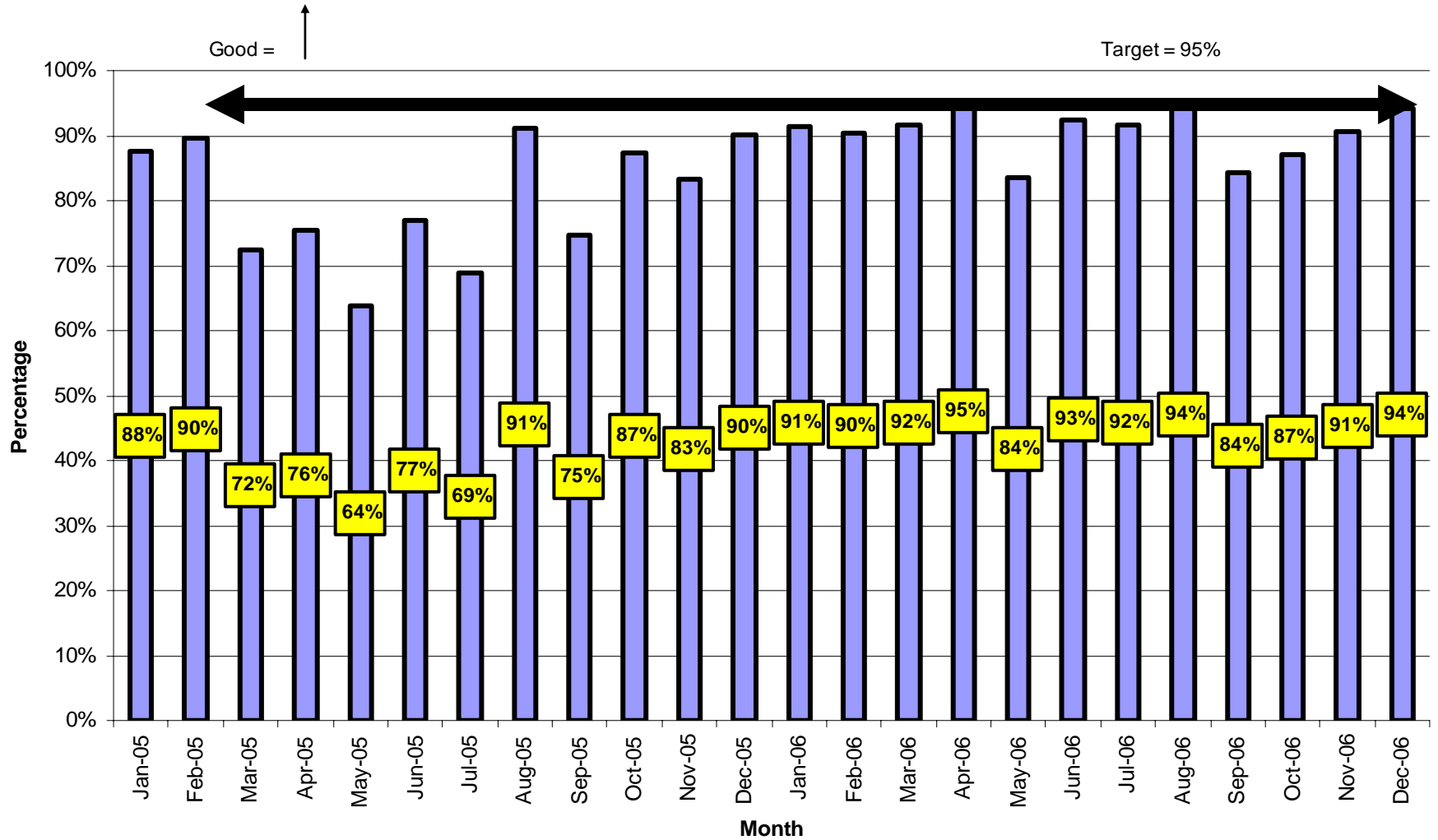
## Item # 5: Percent of Field Advances Processed In Five Working Days or Less



## Item 6: Percent of Petty Cash Payments Processed in Five Working Days or Less



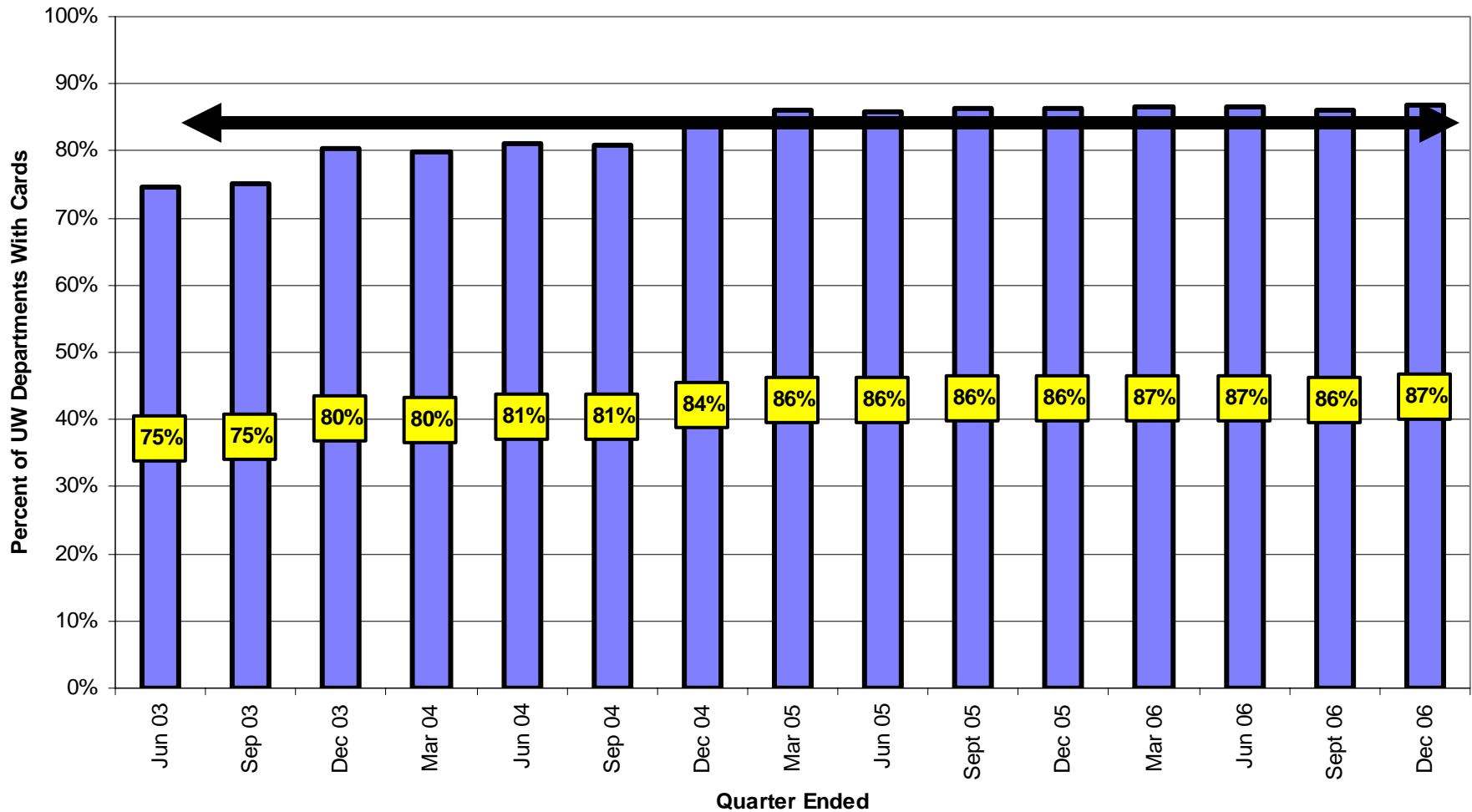
## Item # 7: Percent of Manual Invoices Paid in Six Working Days or Less



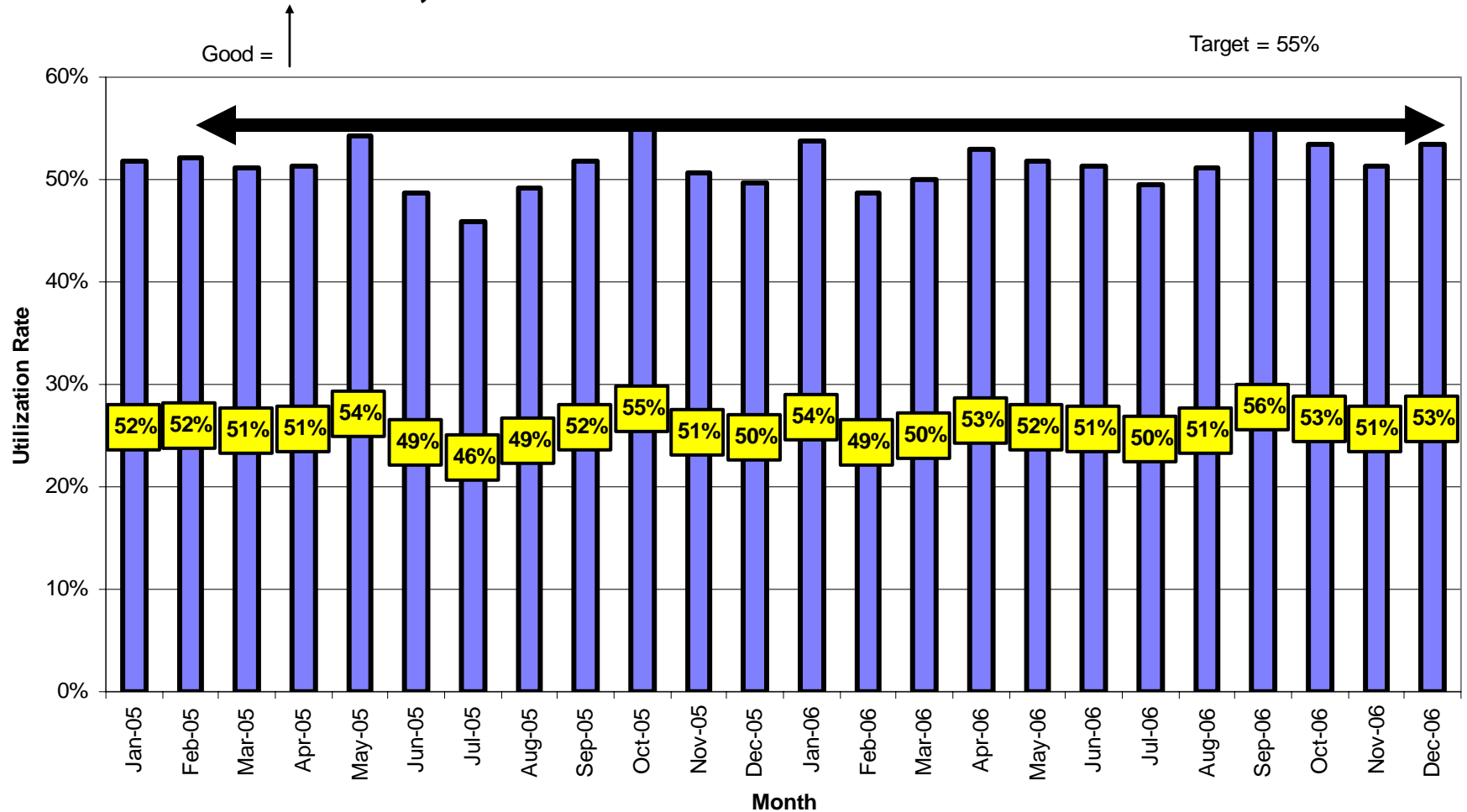
# Item 8: Percent of UW Departments

Good = ↑ **(504 Total) With A Procurement Card**

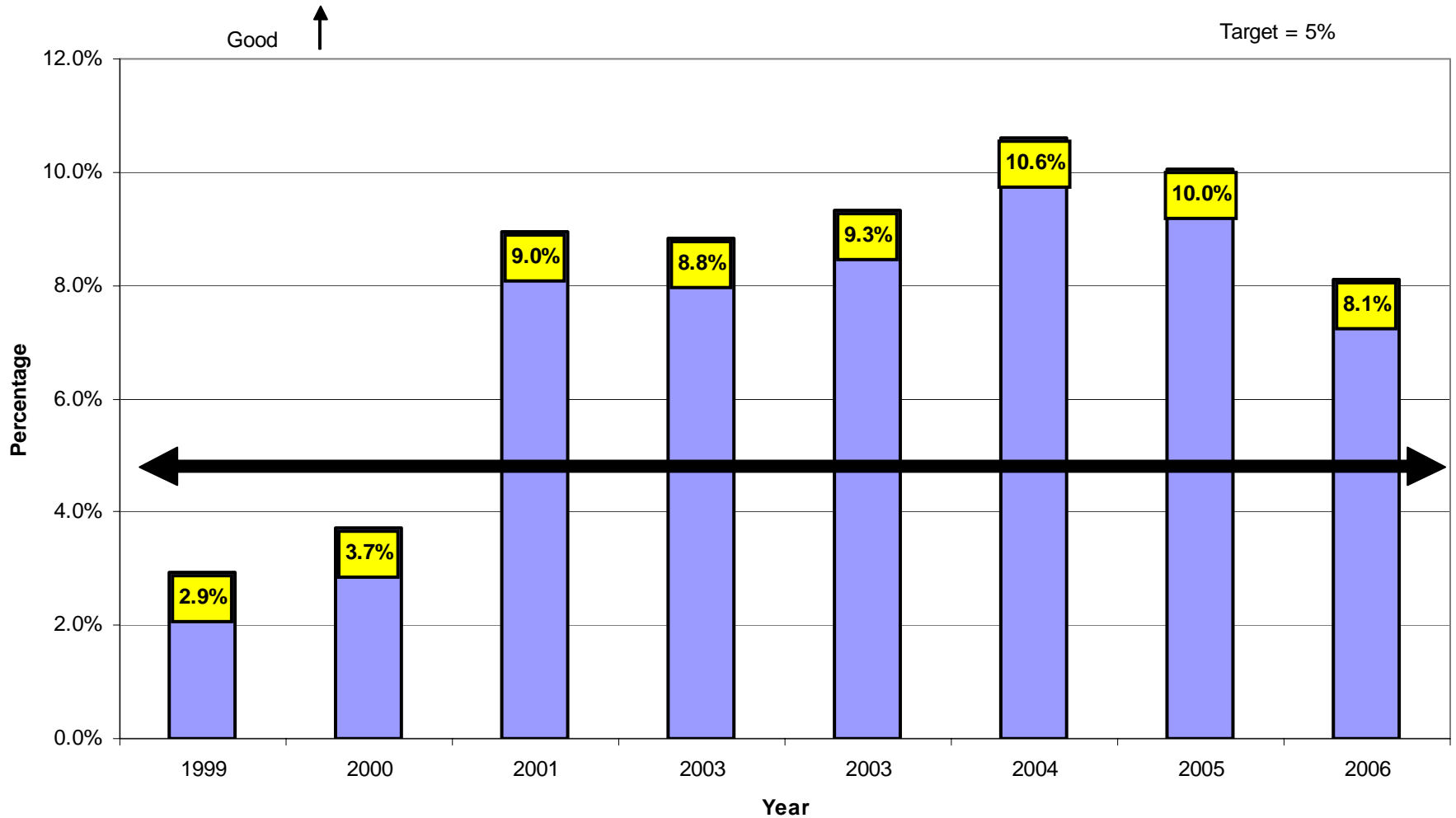
Target = 85%



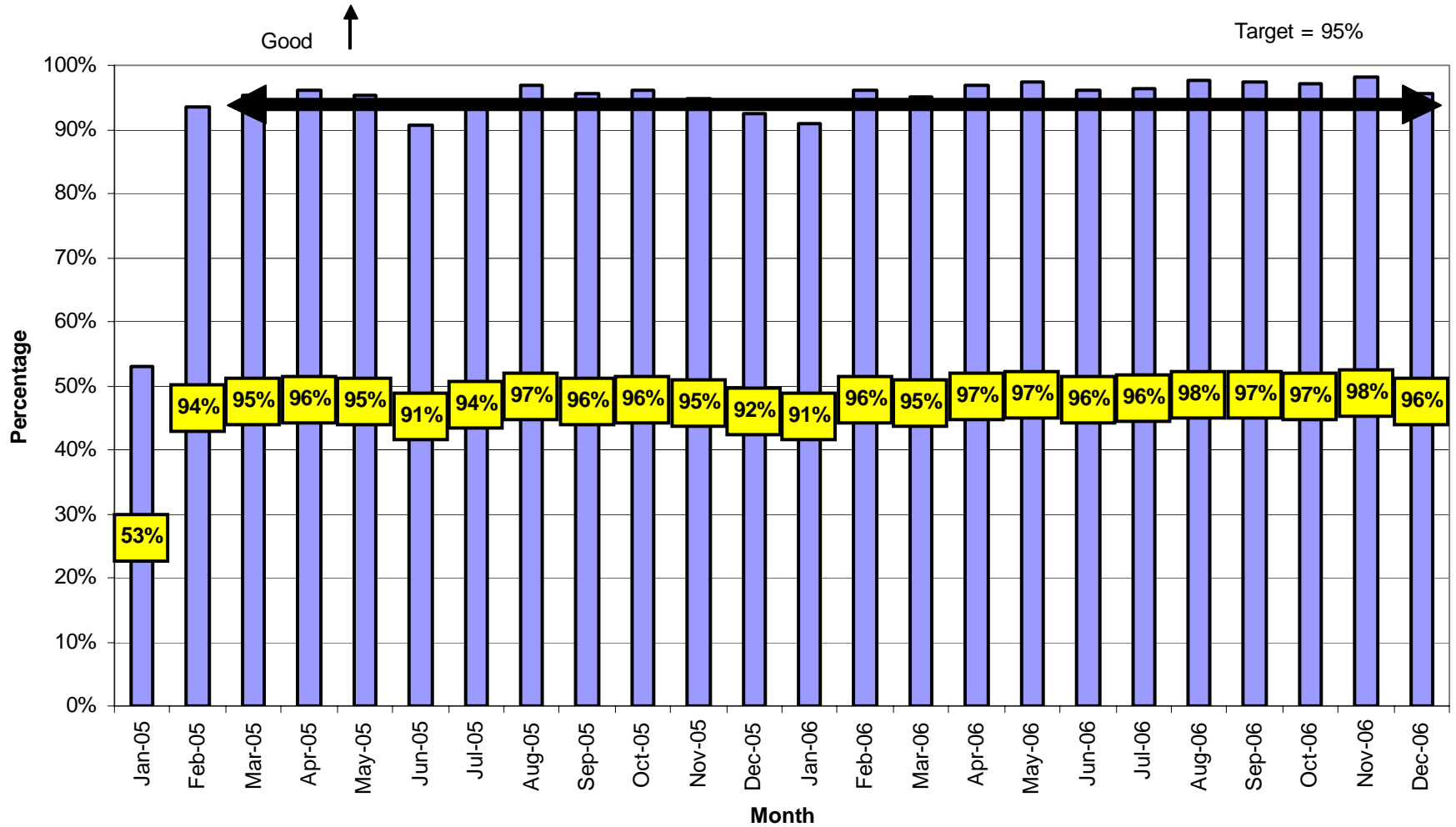
## Item 9: Percent of Purchases Which Could Have, And Were, Made with the ProCurement Card



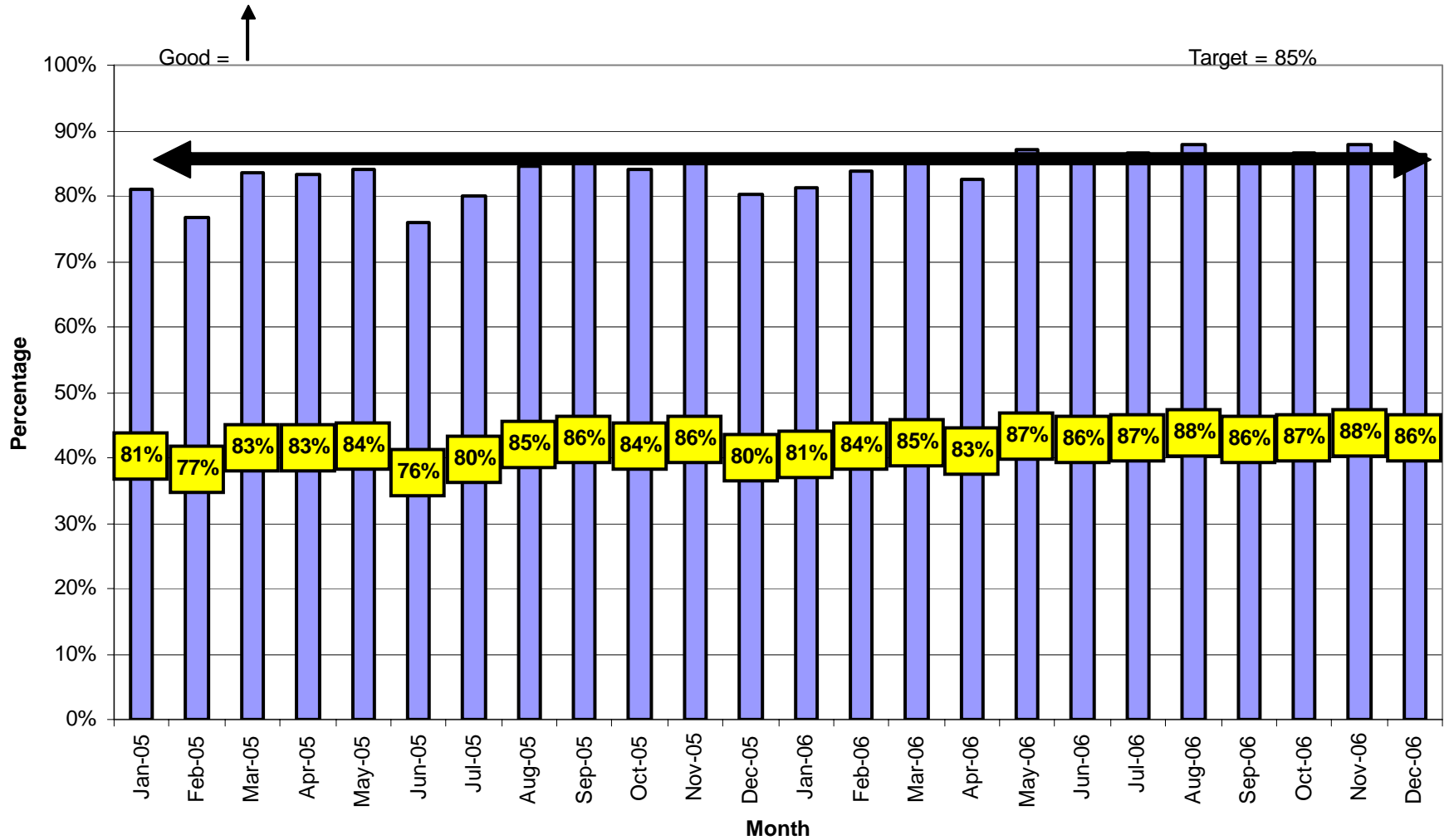
# Item # 10: Increase in FS Productivity 3 Year Rolling Average



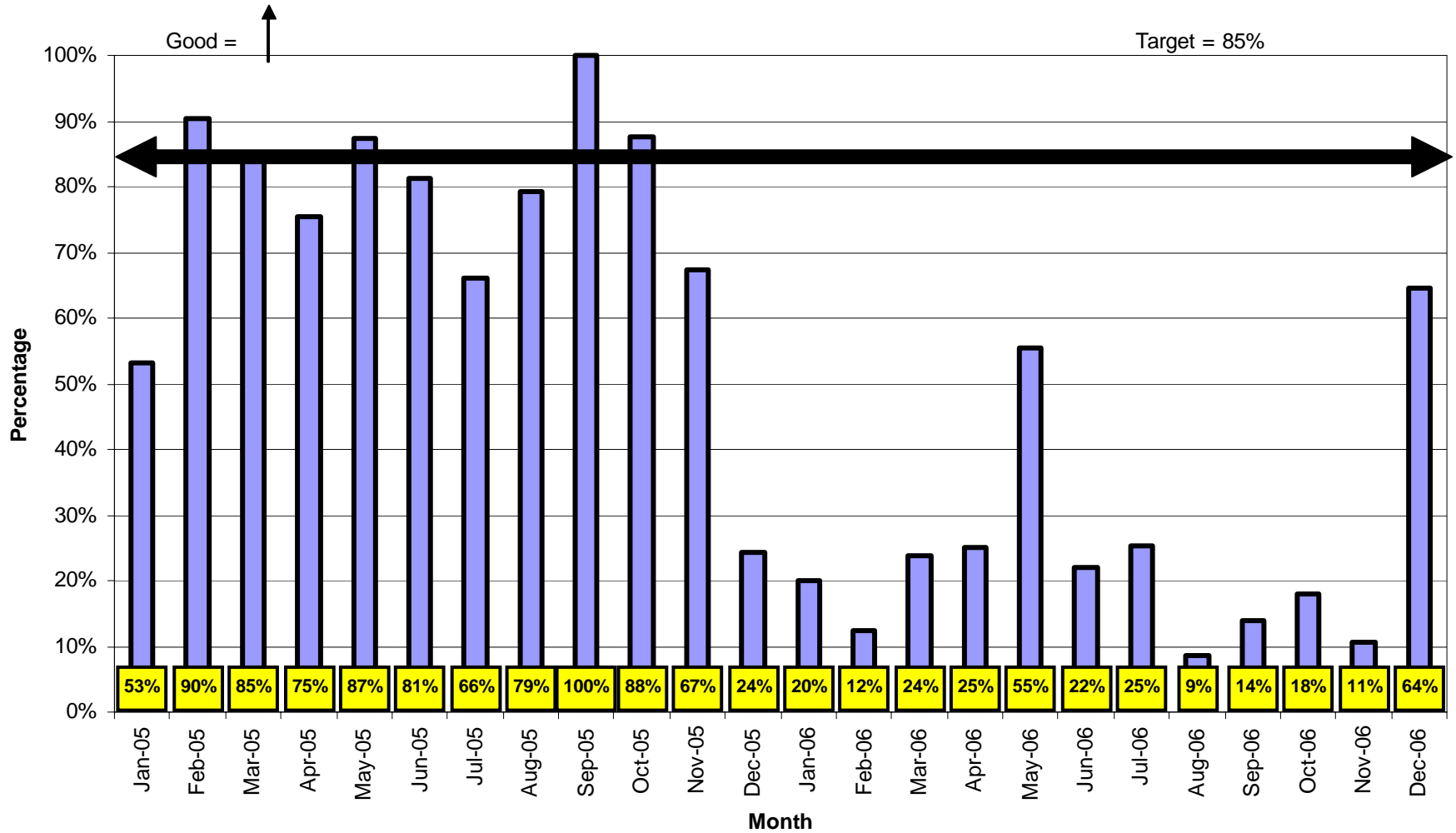
# Item # 11: Percent of Online Invoices Paid in 30 Calendar Days or Less from Date of Receipt



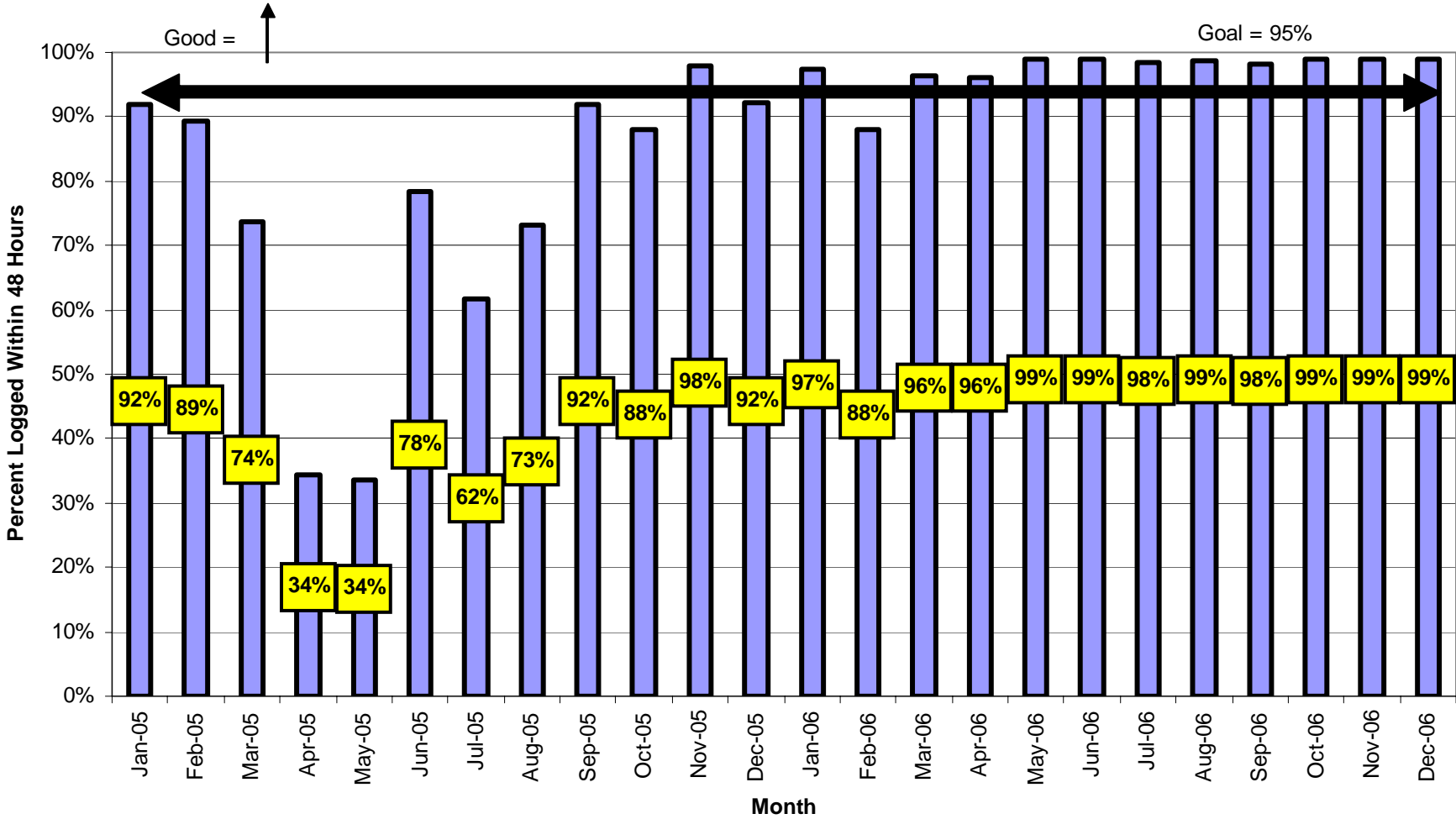
## Item # 12: Percent of Online Invoices Paid in 45 Calendar Days or Less from the Invoice Date



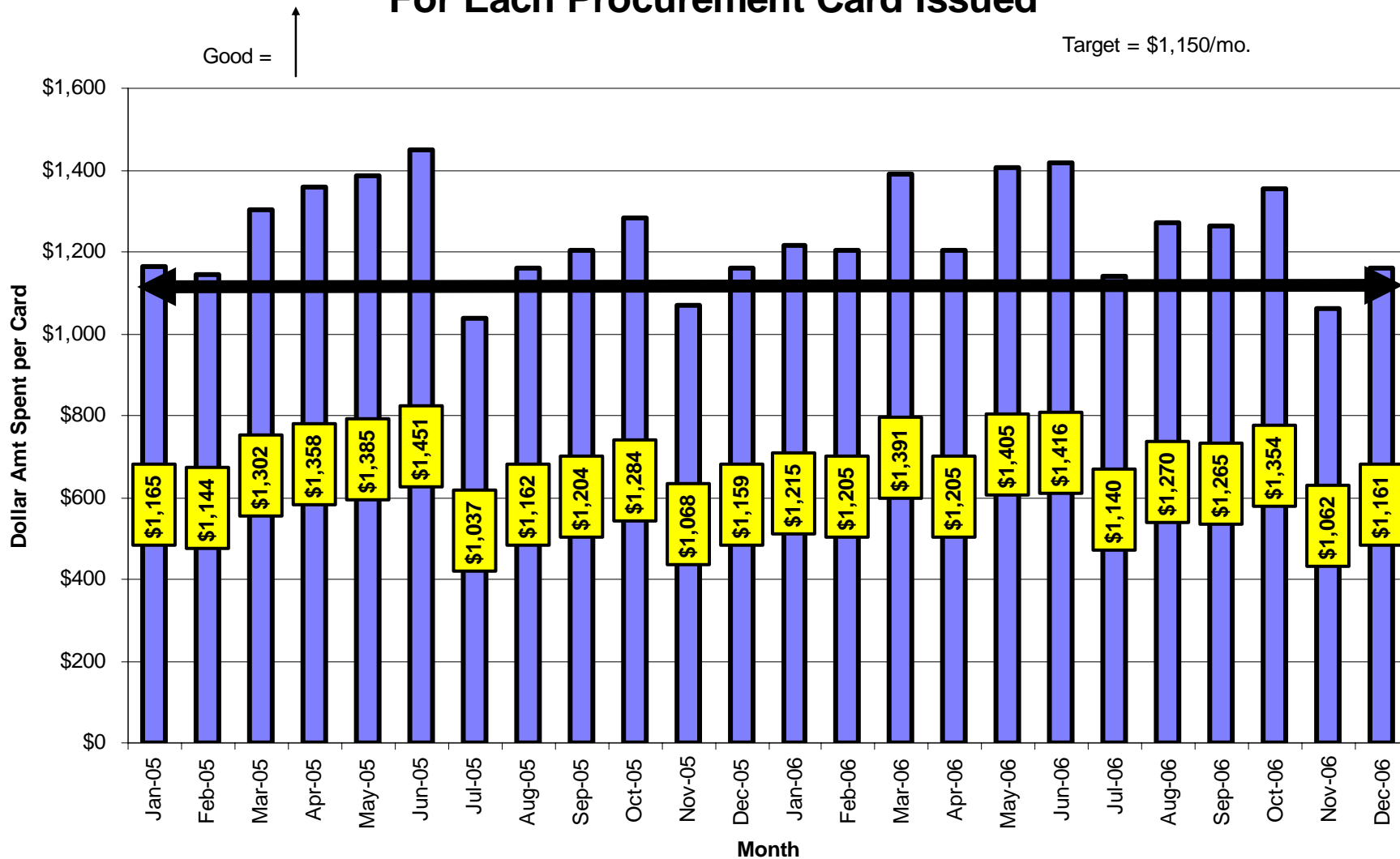
## Item # 13: Percent of Field Advance Dollars Which Were Reconciled in the Month They Are Due



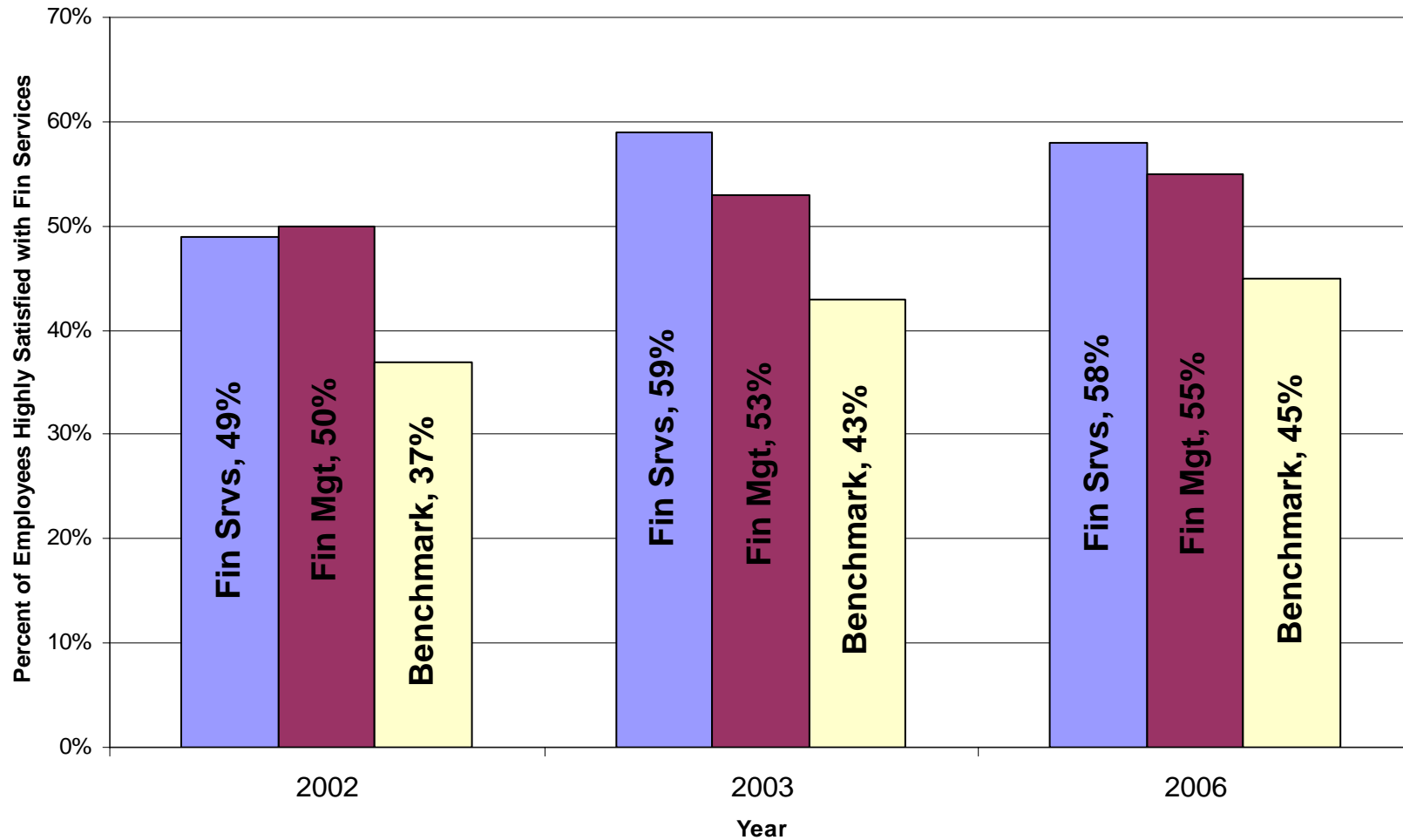
# Item # 14: Percent of Invoices Logged Within 48 Hours of Receipt



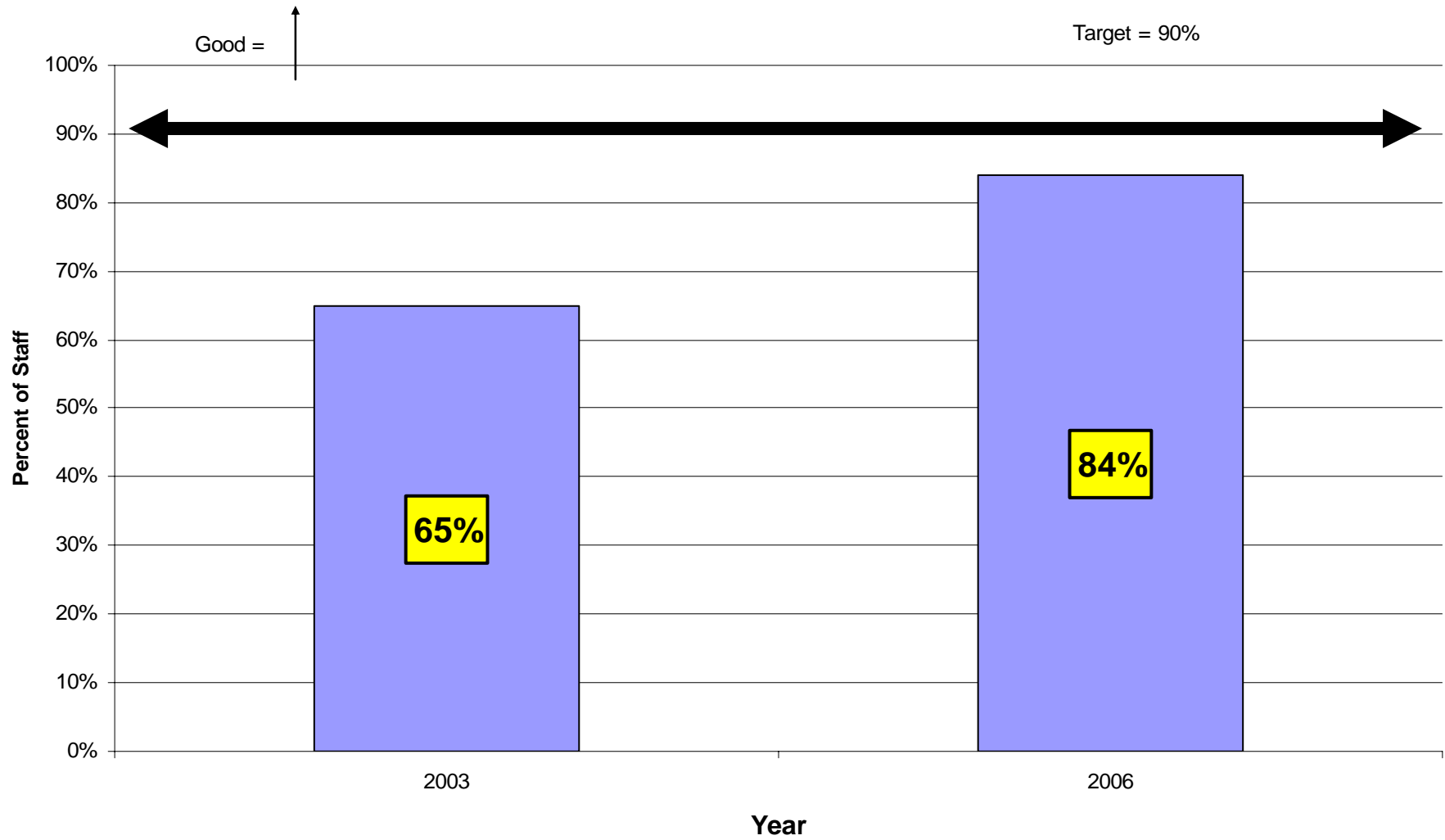
## Item 15: Average Dollar Amount Spent For Each Procurement Card Issued



## Item 16: Percent of Employees Highly Satisfied with Financial Services



### Item 17: Percent of Staff Who Believe that Diversity will Make FS More Effective (Top 2 Ratings on Scale)



### Item 18: Staff Who Are Satisfied They Have The Training They Need To Create & Share Knowledge (Top 2 Ratings on Scale)

