



University of Washington - Financial Accounting Operational Performance Dashboard For the Quarter Ending March 2007

Financial Accounting Mission

Our mission is to provide financial reporting, consulting, trouble-shooting and education to the University community as well as maintain the integrity and credibility of the University's financial accounting system.

Our key processes include:

Identify and Properly Credit Unclaimed Incoming Cash

Monitor Customer Satisfaction

Manage Financial Information

Use Resources Efficiently

Collect Inventory Records Timely

Manage Money

Develop Staff

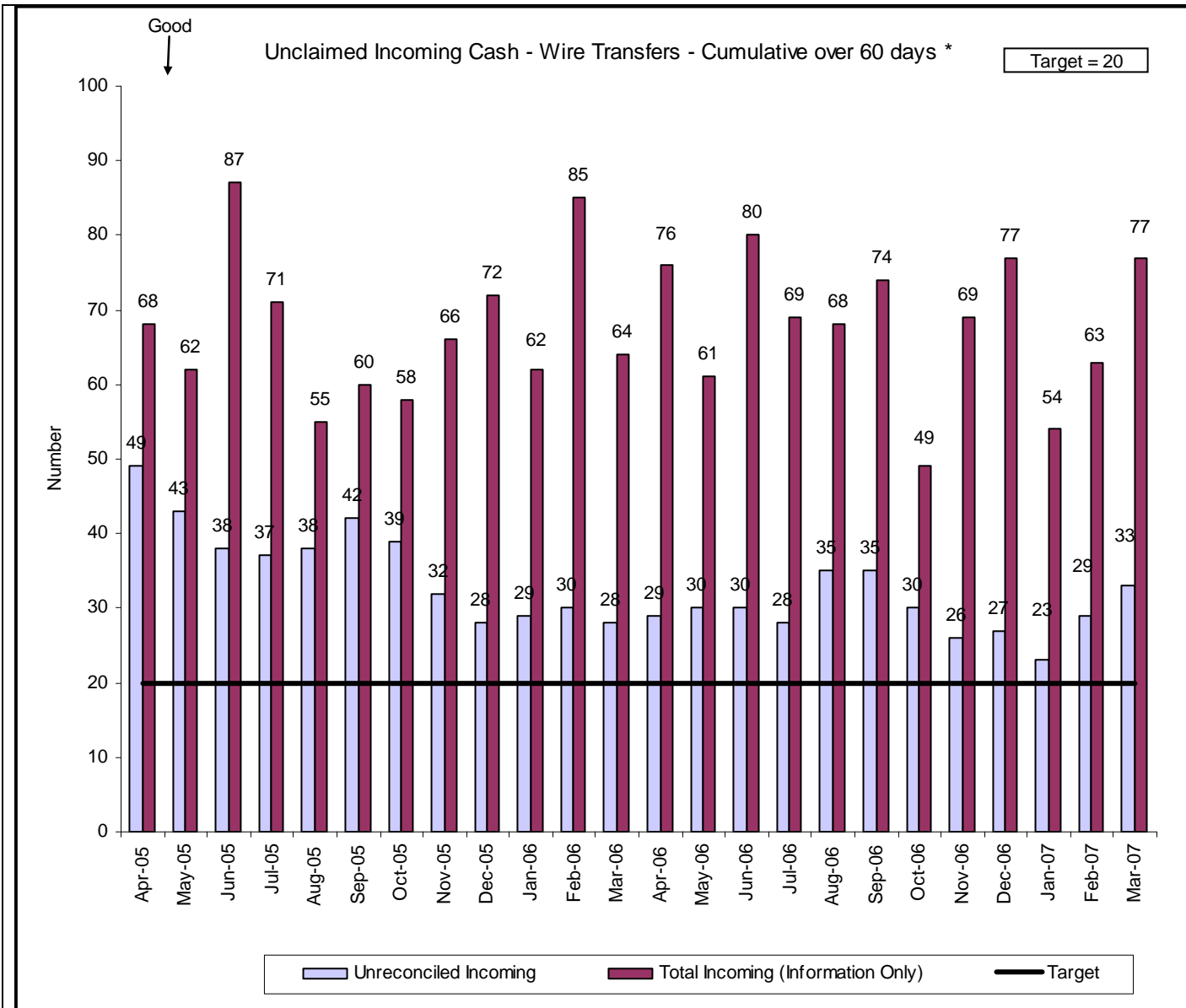
For questions about this report, contact
Erin Fay at erinc1@u.washington.edu

**University of Washington
Financial Accounting - Operational Performance Dashboard
For the Quarter Ending March 2007**

Customer Perspective					Financial Perspective								
Process	Measure	Current Output Measure	Target	Gap (Target-Output)	Process	Measure	Current Output Measure	Target	Gap (Target-Output)				
Identify and Properly Credit Unclaimed Incoming	1. Unclaimed incoming cash - cumulative over 60 days:					8. Number of days collected balance is:							
	(a) Wires: Number (03/07)	33	20	13	Manage Money	(a) Negative (03/07)	-	-	23				
	(b) Wires: Amount (03/07)	\$ 377,000	\$ 100,000	\$ 277,000		(b) Greater than \$4M (03/07)	23						
	(c) ACH: Number (03/07)	61	20	41		9. Agency accounts- budgets with debit balances:							
(d) ACH: Amount (03/07)	\$ 291,000	\$ 200,000	\$ 91,000	(a) Number (03/07)		19	35	No Gap					
Monitor Customer Satisfaction	2. OASIS training - Employees:					(b) Amount - HMC Only (03/07)	\$ -						
	(a) Feel they learned and benefited from the training (Winter Quarter)	93%	95%	2%		(c) Amount - Excluding HMC (03/07)	\$ 441,000	\$ 150,000	\$ 291,000				
	(b) Feel the instructor presented the material clearly and understandably (Winter Quarter)	100%	95%	No Gap		10. % of sponsor reports submitted within 90 days of award close out (FY 2006)							
							80%	95%	15.0%				
Internal Business Perspective						Learning & Growth Perspective							
Process	Measure	Current Output Measure	Target	Gap (Target-Output)		Process	Measure	Current Output Measure	Target	Gap (Target-Output)			
Manage Financial Information	3. % of general ledger accounts reported as reconciled and reviewed as of 12C (FY 2006) or later (03/07)				66%	100%	34%	Develop Staff	11. % of staff highly satisfied with Financial Management (FM) (2006)		71%	42% (Benchmark)	No Gap
	4. Interdepartment billings entered in FAS more than 1 month and 1 day from current month:								12. % of staff satisfied they have training they need to create and share knowledge (2006)		76%	90%	14.0%
	(a) Amount (03/07)	\$ 528,000	\$ 75,000	\$ 453,000									
	(b) % of total amount * (03/07)	3%	1%	2%									
	(c) Number of items (03/07)	1,548	200	1,348									
	(d) % of total number * (03/07)	3%	1%	2%									
	5. Annual report completion - days late on:												
(a) Closing university records	7	0	7										
(b) Recasting records to GASB format	8	0	8										
(c) Writeup, analysis, & audit	2	0	2										
Use Resources Efficiently	6. Productivity - % increase over 3-year period (FY 2006)				27%	5%	No Gap						
Collect Inventory Records Timely	7. % of inventories received by due date (8/31/2006)				96%	95%	No Gap						

* Measures in blue are also tracked on the Financial Management Division Dashboard.

Unclaimed Incoming Cash (Measure #1a)



Definition: Number of Electronic Funds Transfer (EFT) transactions (incoming cash – wire or automatic clearing house) per month that are not identifiable to a specific department. When incoming cash is not identifiable, the money can not be put in the proper budget and therefore is not available for use.

Owner Comments:

There are 5 large wires, totaling \$355K that are still unclaimed as of th end of March, 2007:

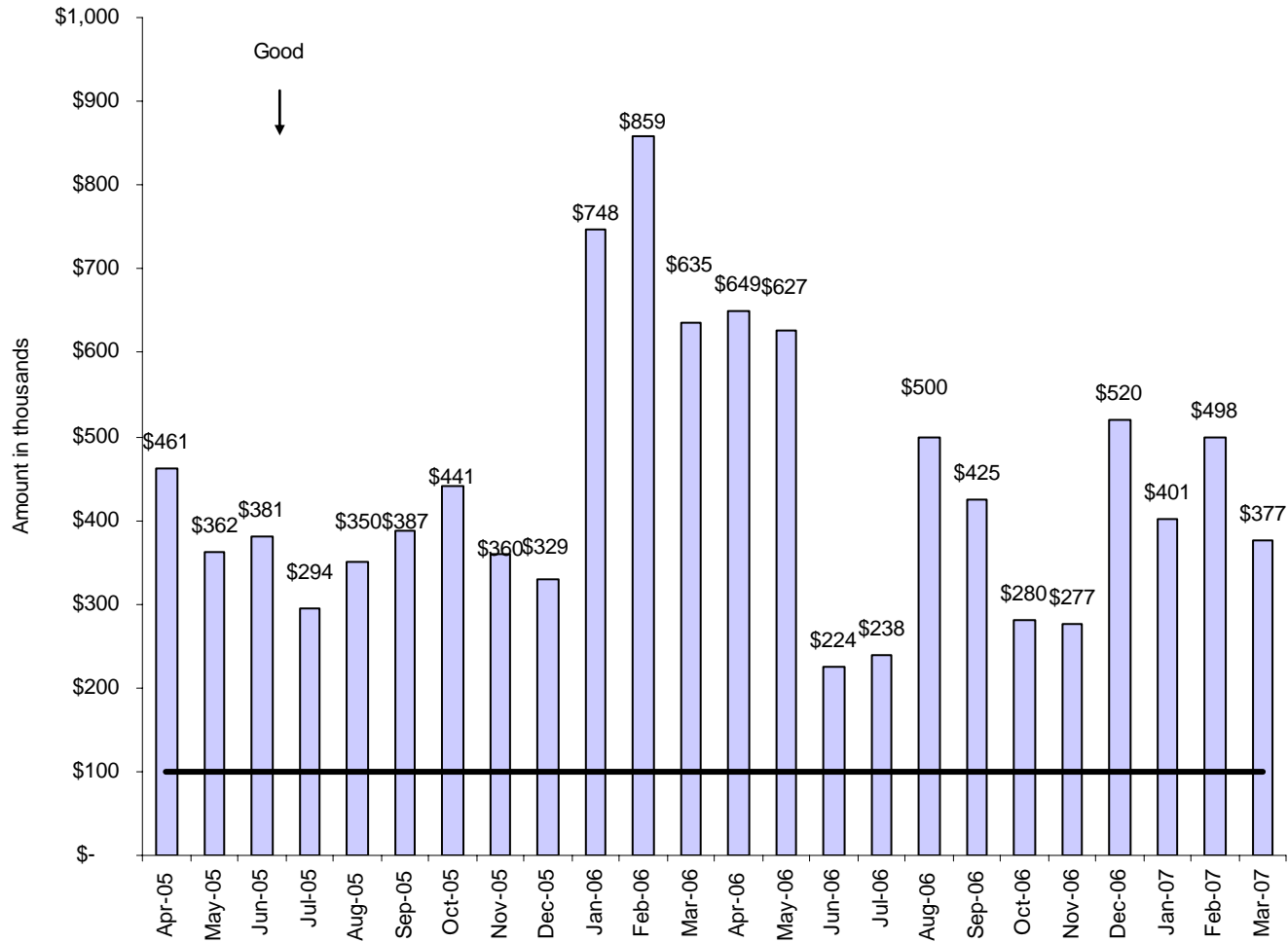
- 1/05/05 \$40,412.20 from AO Stiftung - Dept. of Neurological Surgery
- 4/27/05 22,520.74 from West Pac Banking
- 6/13/05 29,000.00 from International Fund for Animal
- 9/18/06 238,315.68 from Korean Studies (this cleared in April)
- 12/14/06 24,534.00 from Beijing Genomic Institute

Reviewer Comments:

Unclaimed Incoming Cash (Measure #1b)

Unclaimed Incoming Cash - Wire Transfers - Cumulative over 60 days *

Target = \$100



Definition: Number of Electronic Funds Transfer (EFT) transactions (incoming cash – wire or automatic clearing house) per month that are not identifiable to a specific department. When incoming cash is not identifiable, the money can not be put in the proper budget and therefore is not available for use.

Owner Comments:

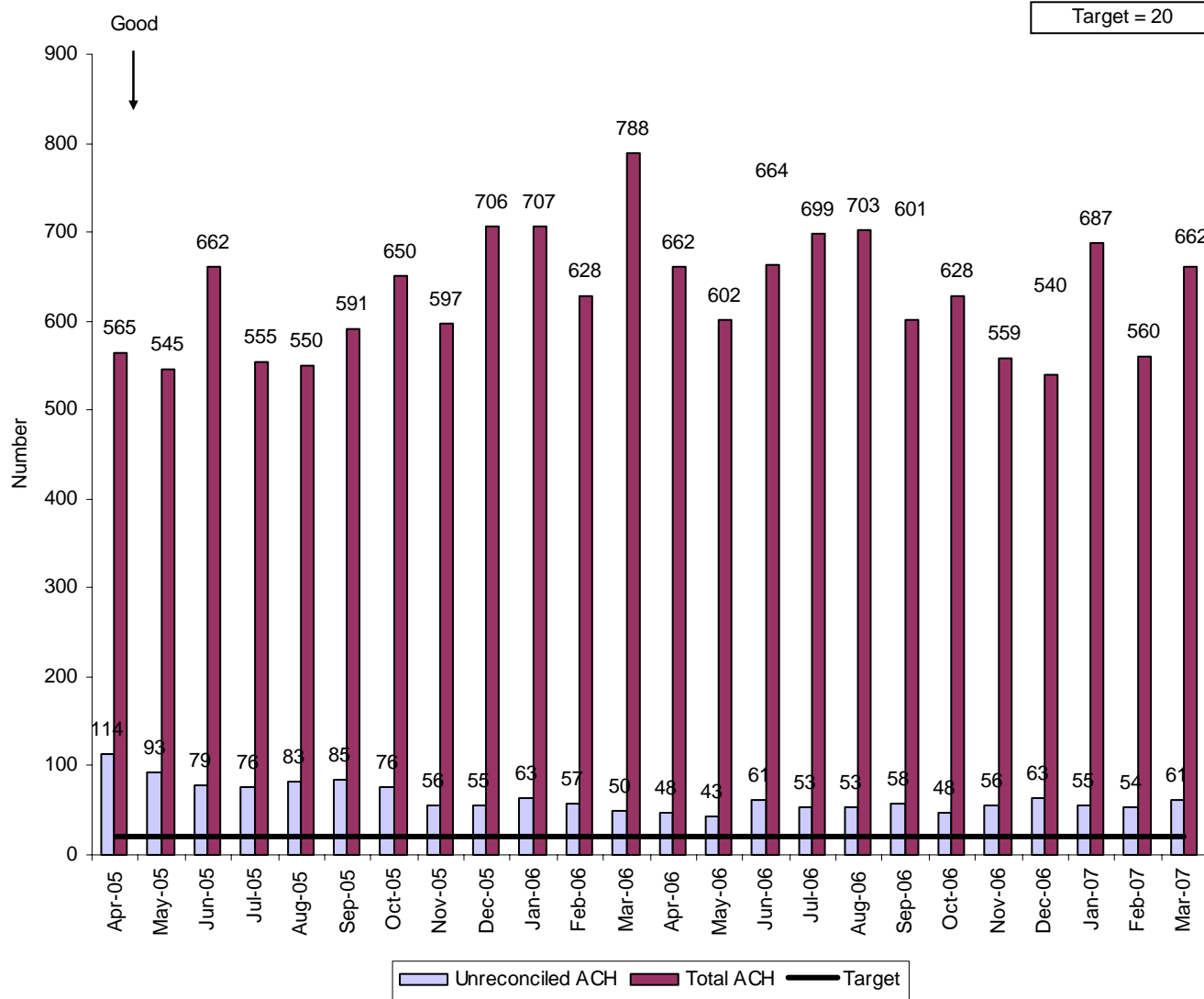
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- 4/27/05 22,520.74 from West Pac Banking
- 6/13/05 29,000.00 from International Fund for Animal
- 9/18/06 238,315.68 from Korean Studies (this cleared in April)
- 12/14/06 24,534.00 from Beijing Genomic Institute

Reviewer Comments:

Unclaimed Incoming Cash (Measure #1c)

Unclaimed Incoming Cash - Automated Clearing House (ACH) - Cumulative over 60 days *



Definition: Number of Electronic Funds Transfer (EFT) transactions (incoming cash – wire or automatic clearing house) per month that are not identifiable to a specific department. When incoming cash is not identifiable, the money can not be put in the proper budget and therefore is not available for use.

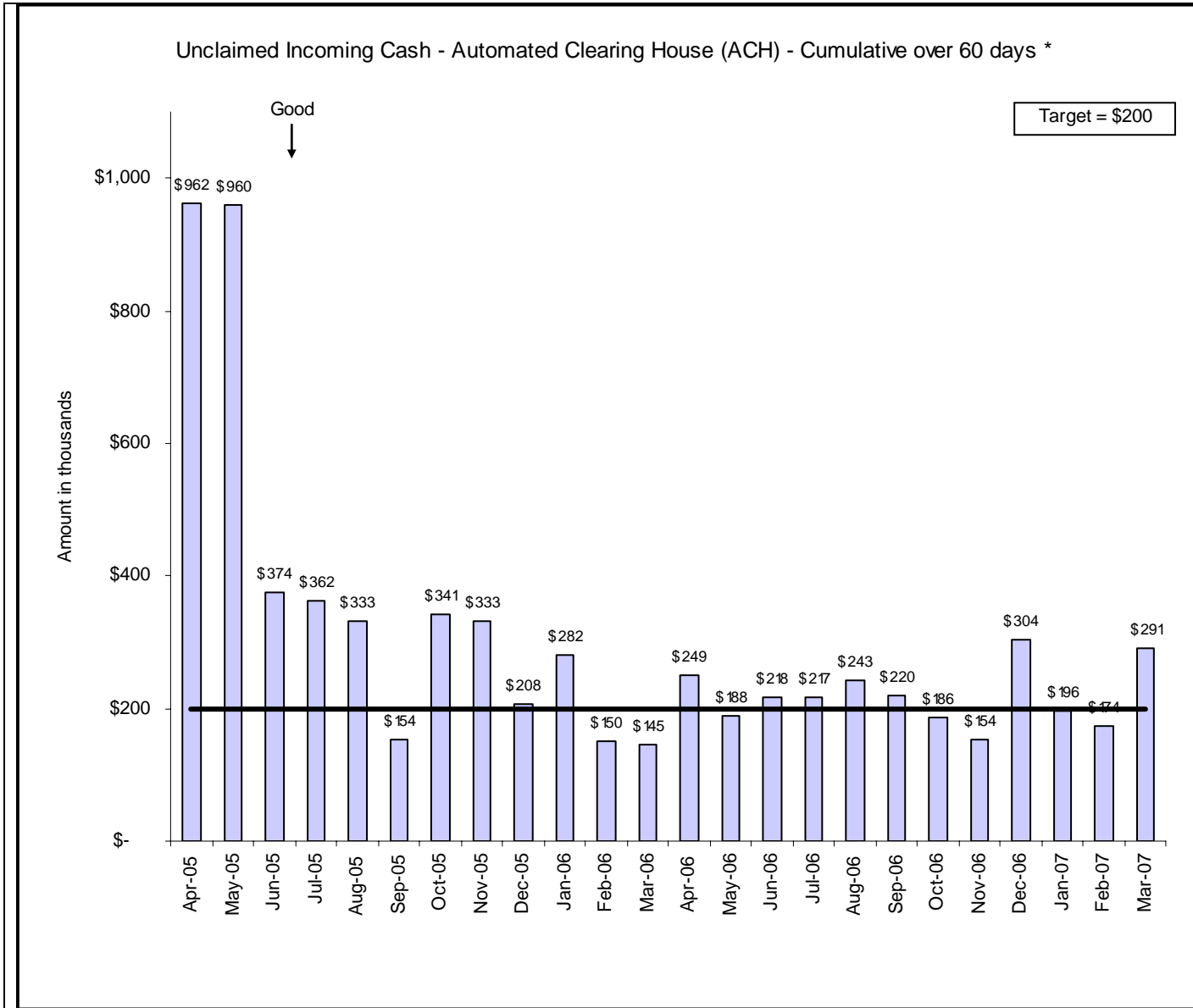
Owner Comments:

There are 3 ACH transactions, totaling \$167K that are unclaimed as of end of March, 2007:

- 11/15/05 \$26,359.00 from DFAS
- 9/14/06 32,500.00 from Dept. of Transportation
- 12/14/06 108,000.00 from Dept. of Treasury

Reviewer Comments:

Unclaimed Incoming Cash (Measure #1d)



Definition: Number of Electronic Funds Transfer (EFT) transactions (incoming cash – wire or automatic clearing house) per month that are not identifiable to a specific department. When incoming cash is not identifiable, the money can not be put in the proper budget and therefore is not available for use.

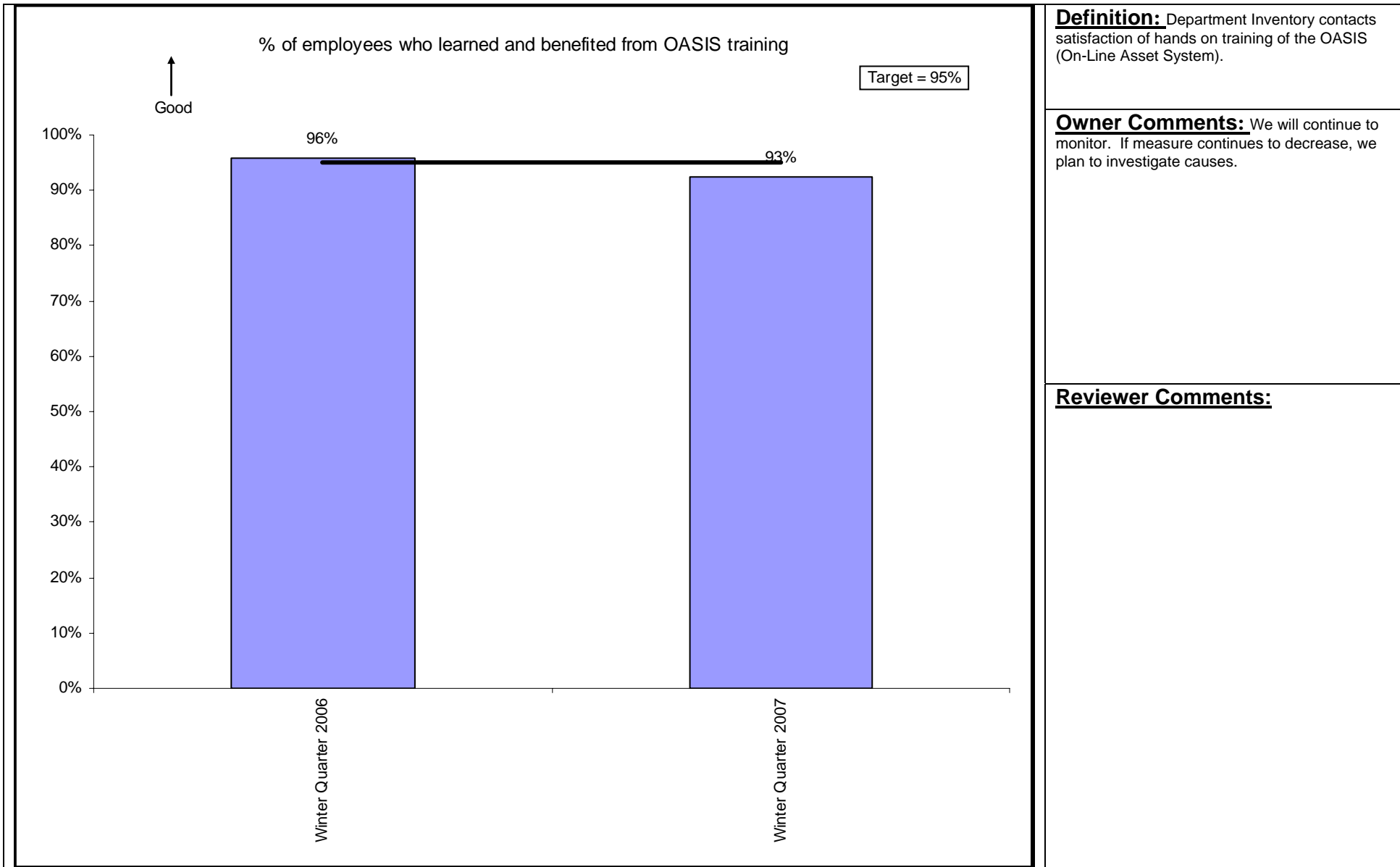
Owner Comments:

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- 11/15/05 \$26,359.00 from DFAS
- 9/14/06 32,500.00 from Dept. of Transportation
- 12/14/06 108,000.00 from Dept. of Treasury

Reviewer Comments:

OASIS Training Satisfaction (Measure #2a)

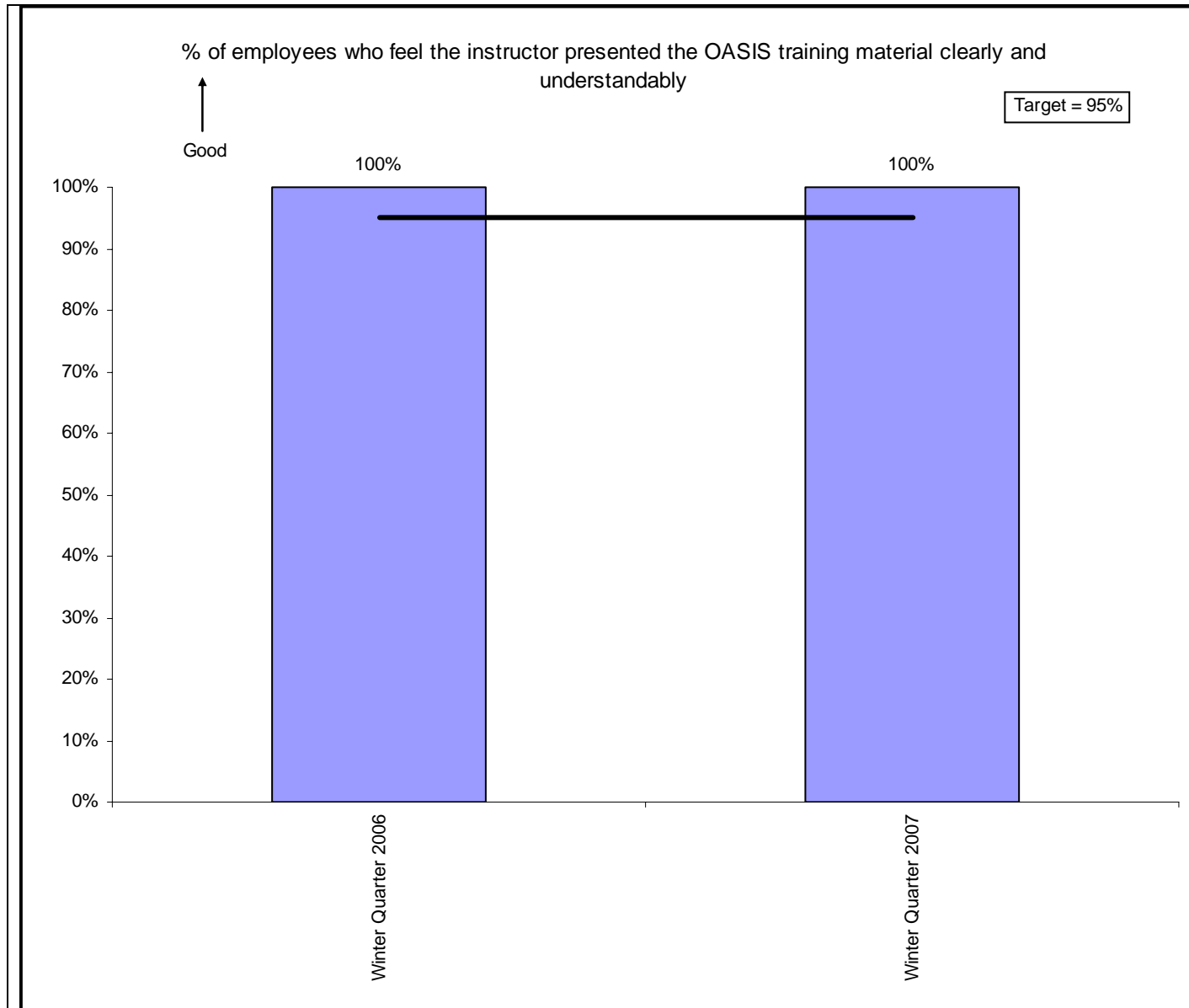


Definition: Department Inventory contacts satisfaction of hands on training of the OASIS (On-Line Asset System).

Owner Comments: We will continue to monitor. If measure continues to decrease, we plan to investigate causes.

Reviewer Comments:

OASIS Training Satisfaction (Measure #2b)



Definition: Department Inventory contacts satisfaction of hands on training of the OASIS (On-Line Asset System).

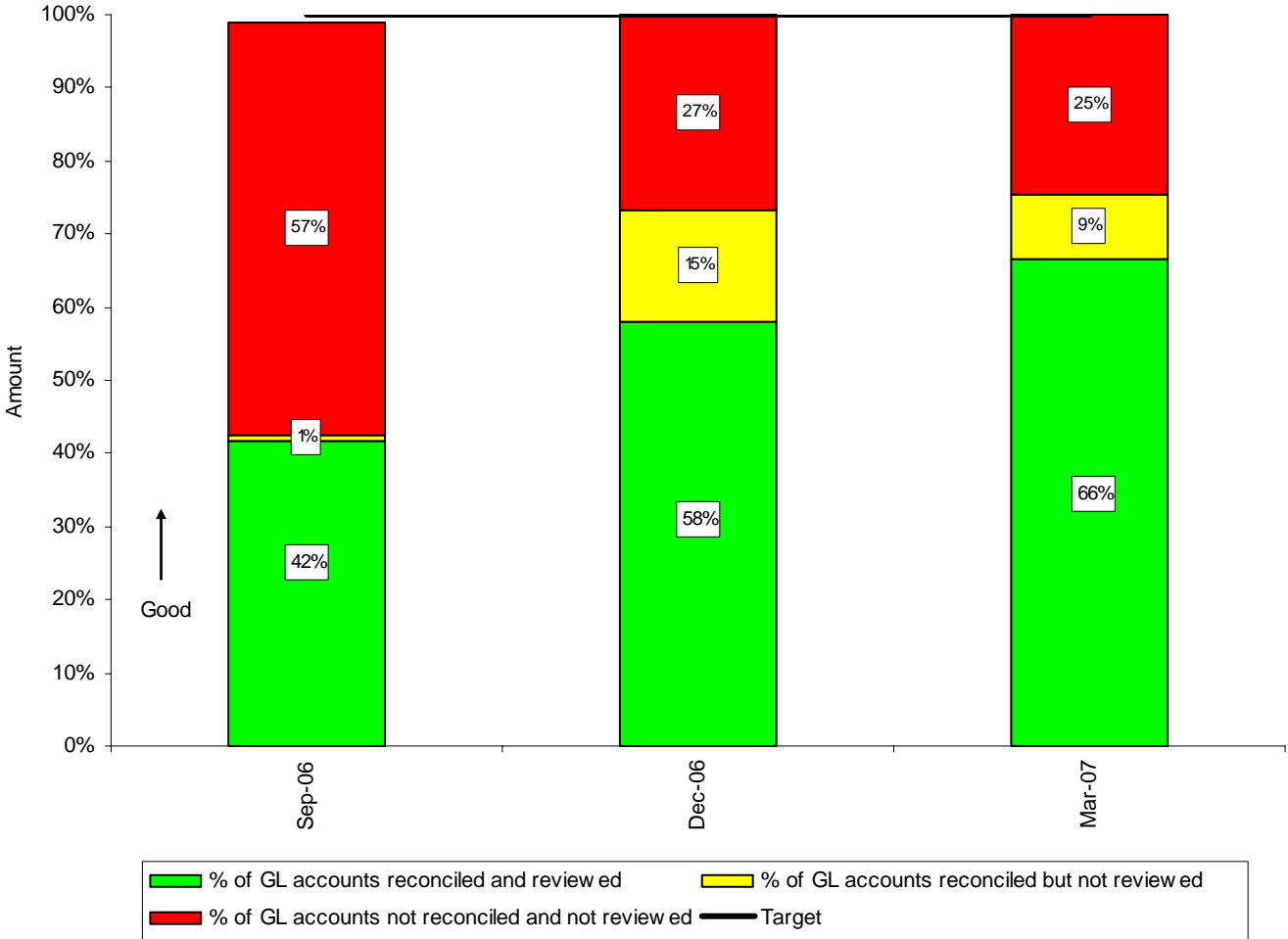
Owner Comments: We will continue to monitor. If measure decrease, we plan to investigate causes.

Reviewer Comments:

General Ledger Accounts (Measure #3)

Percentage of General Ledger Accounts reported as reconciled and reviewed by a second party as of 12C (FY 2006) or later

Target = 100%

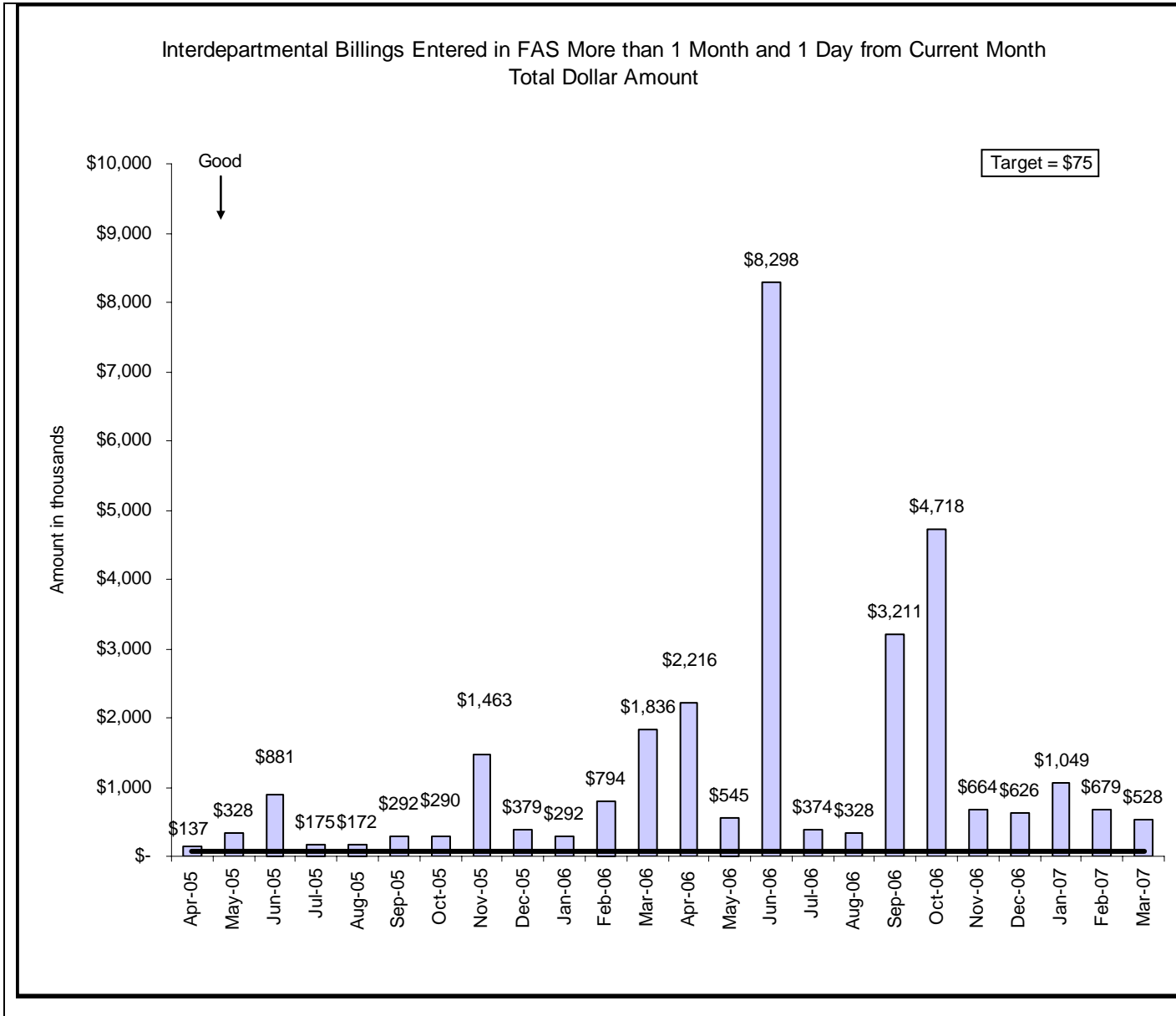


Definition: The percentage of general ledger accounts which have been reconciled and reviewed, as confirmed by responsible departments.

Owner Comments: The confirmation process has been in place for six months, having begun late last September. We continue to see improvement from the initial response. Financial Accounting is working with a few areas, including the Benefits Office and Financial Services, to complete the development of formal reconciliations.

Reviewer Comments:

Interdepartmental billings (Measure #4a)



Definition:

Number or percentage of interdepartmental Cost Transfer Invoices (CTIs) and Internal Sales Documents (ISDs) that are processed later than the month following the date of service. Late billings lead to untimely budget status as well as the possibility of lost funds (in the case of grants that have closed prior to receiving a bill).

Owner Comments:

We continue to follow up with trouble depts quarterly. Reasons remain consistent although departments vary from month to month: No control over when people submit their information for billing; Too busy: holidays, vacation, short staff, turnover, low priority; Corrections of errors - wrong budget charged, have to research and correct; software changes.

Jun 06 – C&C and Oceanography made up 63% (\$5.2M) and 21% (\$1.7M) of the late billings

We've been working C&C and are aware that they have been transitioning to a new system. They hope to be processing timely by Dec.

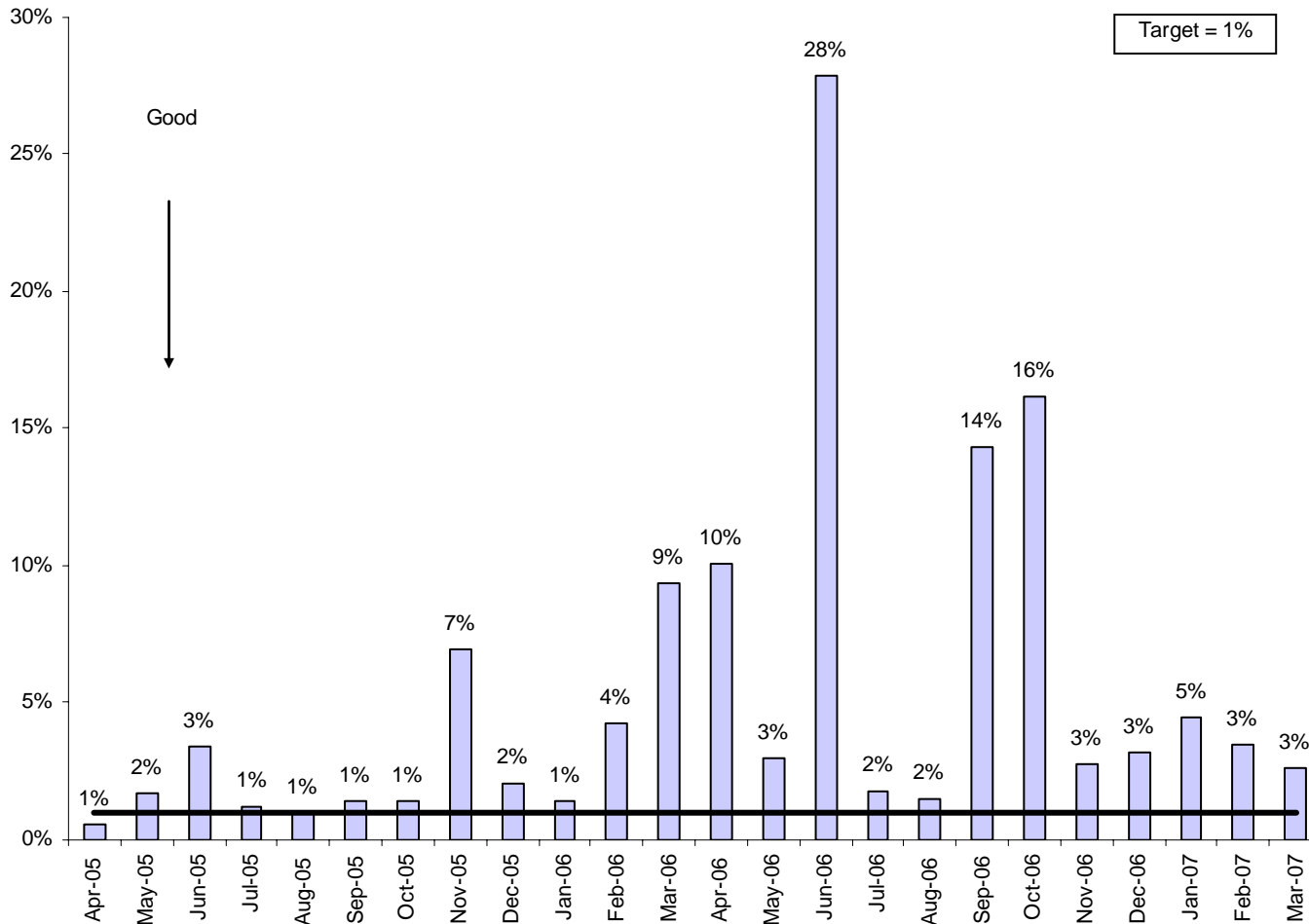
C&C late billings for Sept, Oct, Nov, Dec of 06, Jan, Feb, Mar of 07 were 84%, 95%, 21%, 0%, 37%, 41% and 0%. We will continue to monitor as they adjust to their system.

New method created for departments to let FA know when they receive late billings. Late bills can be reported to FA's group email account and FA is following up with the late billing departments. Only two departments have been reported to date.

Reviewer Comments:

Interdepartmental billings (Measure #4b)

Interdepartmental Billings Entered in FAS More than 1 Month and 1 Day from Current Month
Percentage of Total Dollar Amount *



* This measure is tracked on the Financial Management Division Dashboard.

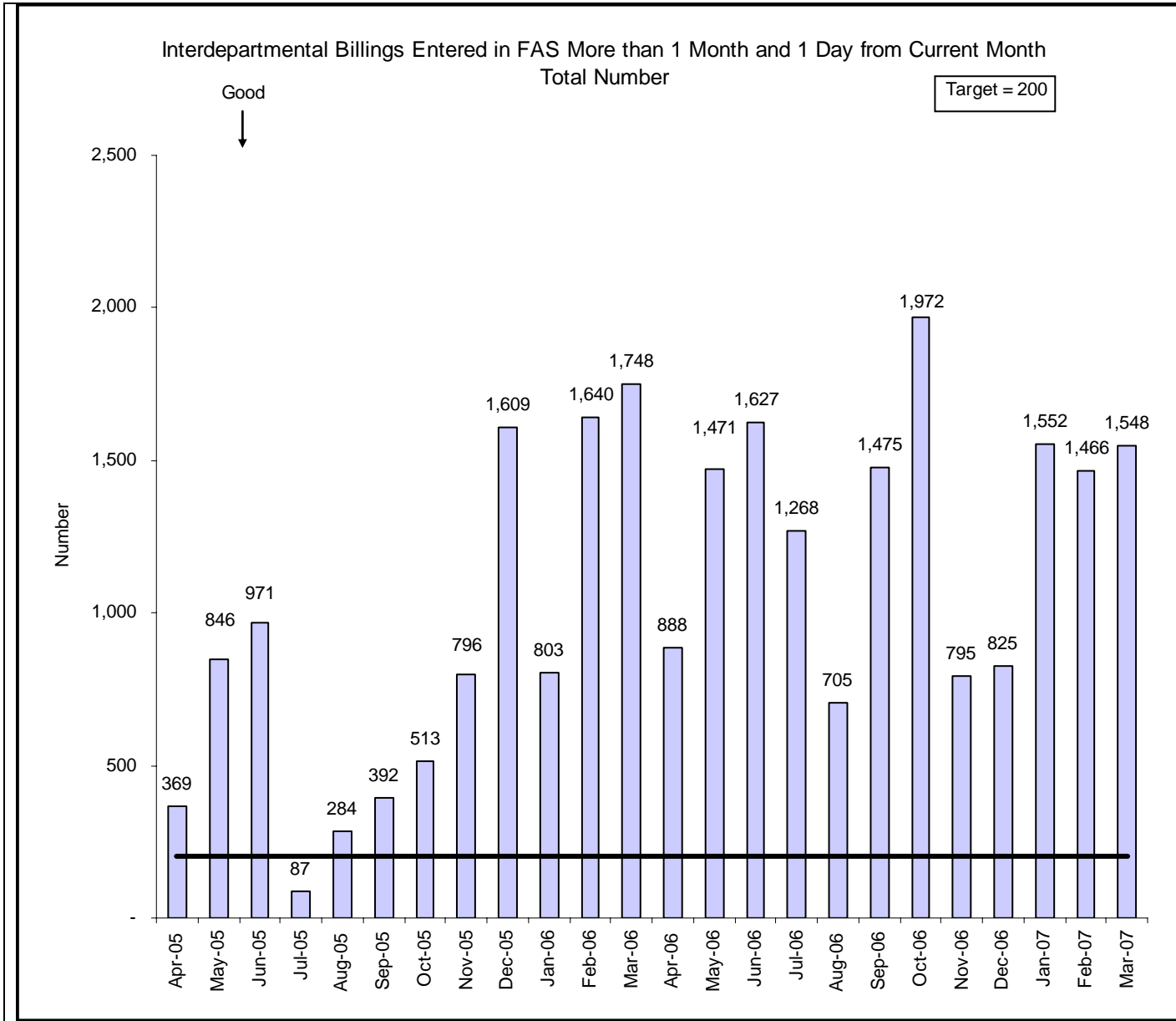
Definition: Number or percentage of interdepartmental Cost Transfer Invoices (CTIs) and Internal Sales Documents (ISDs) that are processed later than the month following the date of service. Late billings lead to untimely budget status as well as the possibility of lost funds (in the case of grants that have closed prior to receiving a bill).

Owner Comments:

See comments under Measure #4a.

Reviewer Comments:

Interdepartmental billings (Measure #4c)



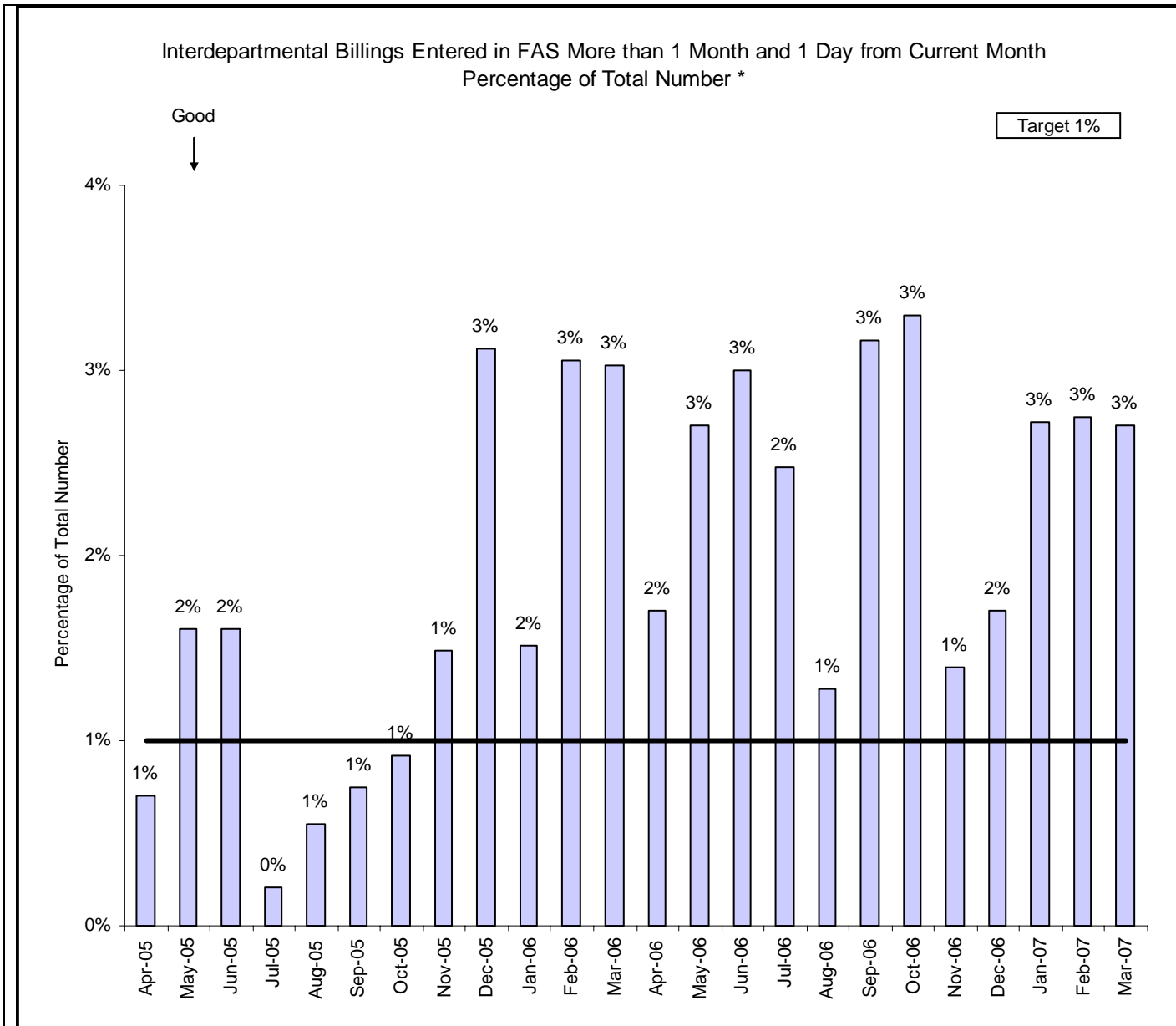
Definition: Number or percentage of interdepartmental Cost Transfer Invoices (CTIs) and Internal Sales Documents (ISDs) that are processed later than the month following the date of service. Late billings lead to untimely budget status as well as the possibility of lost funds (in the case of grants that have closed prior to receiving a bill).

Owner Comments:

See comments under Measure #4a.

Reviewer Comments:

Interdepartmental billings (Measure #4d)



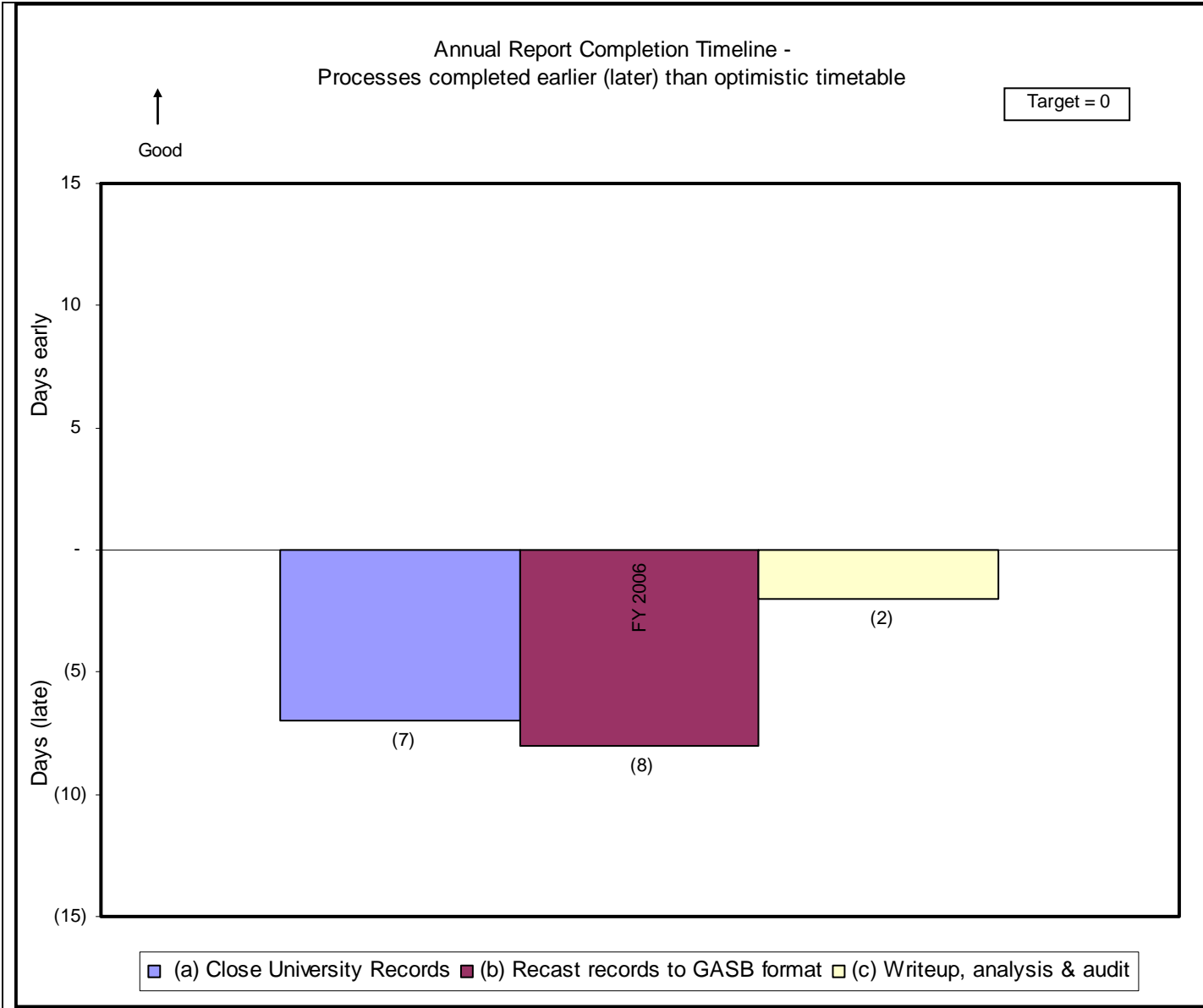
Definition: Number or percentage of interdepartmental Cost Transfer Invoices (CTIs) and Internal Sales Documents (ISDs) that are processed later than the month following the date of service. Late billings lead to untimely budget status as well as the possibility of lost funds (in the case of grants that have closed prior to receiving a bill).

Owner Comments:

See comments under Measure #4a.

Reviewer Comments:

Annual Report Completion (Measure #5)

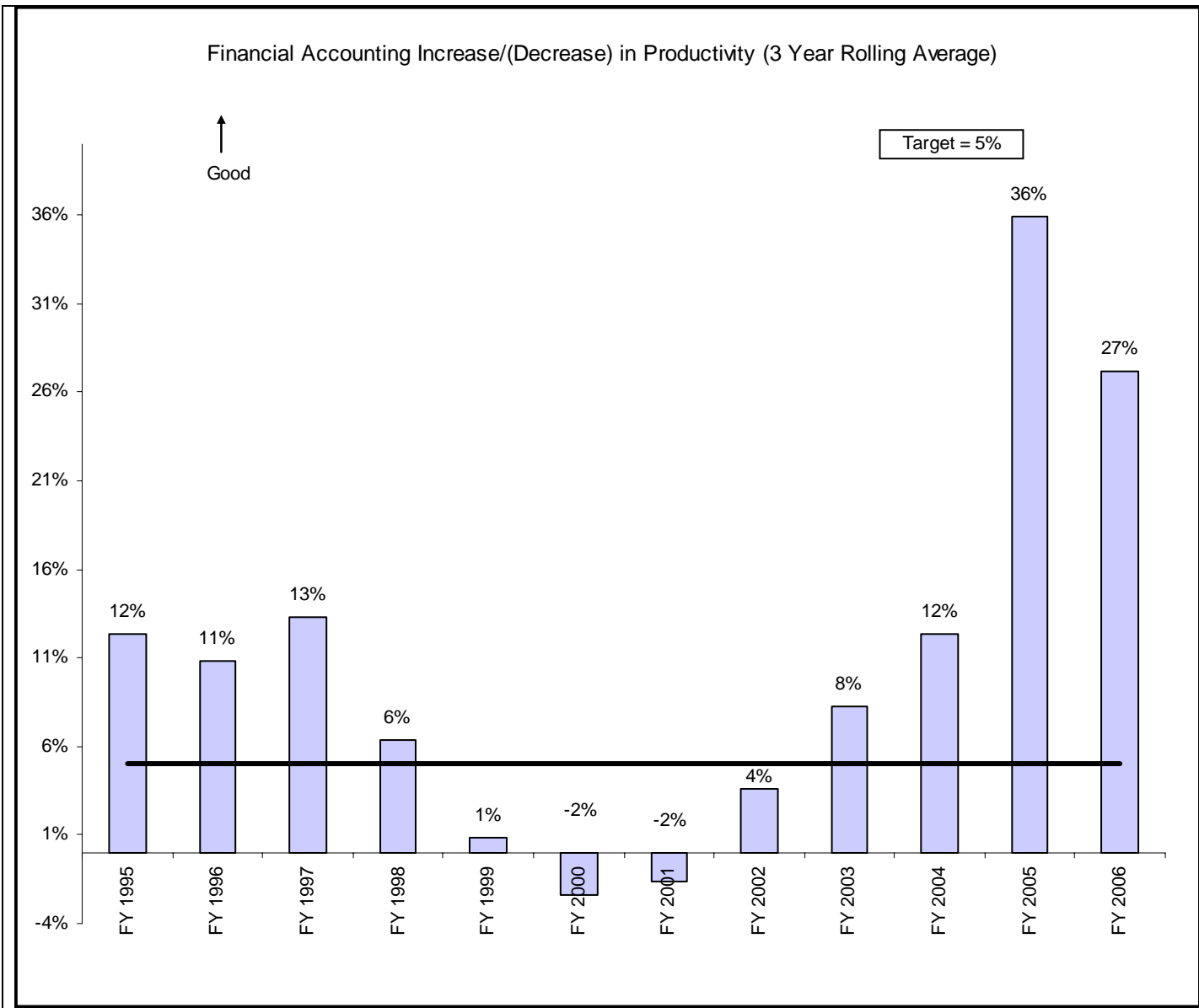


Definition: The average number of days ahead of (behind) planned completion date for FY 2006 Annual Report preparation processes.

Owner Comments: For the 2006 Annual Report Financial Statement process, the financial reporting group developed a detailed (optimistic) schedule with planned completion dates for each sub-process. Our measure reports how completion dates compared, on average, with planned completion dates for each of the three major phases of annual report preparation.

Reviewer Comments:

Productivity (Measure #6)



Definition: Productivity is defined as:
 $\frac{2}{3} (\text{number of figures on the annual report plus number of state funds divided by number of FA employees}) + \frac{1}{3} (\text{number of assets over the capitalization threshold divided by number of EIO employees})$.

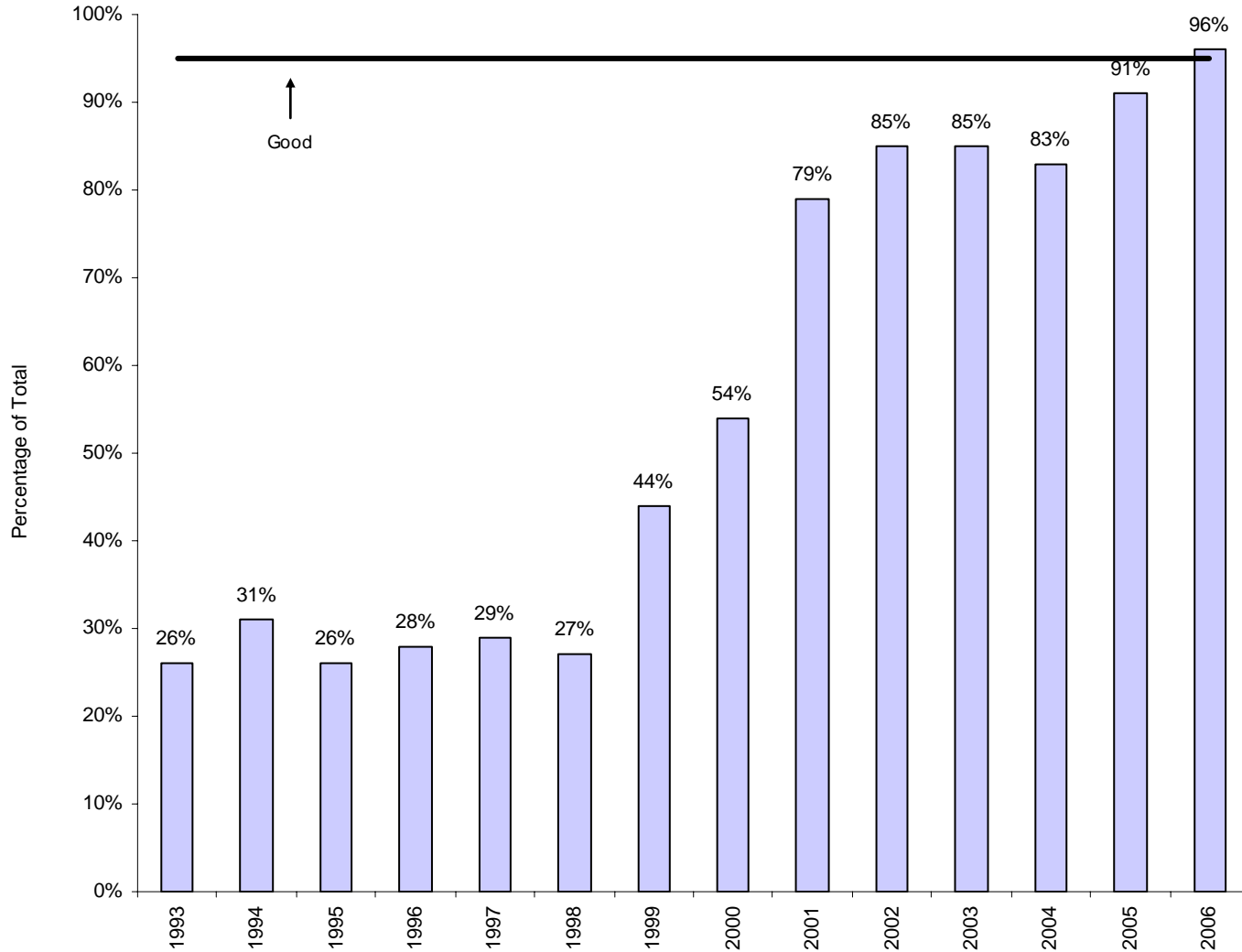
Owner Comments: The Equipment Inventory Office became part of Financial Accounting during FY 2005. FY 2005 and future measures include Equipment Inventory Office (weighted average method used: FA - 2/3, EIO - 1/3).

Reviewer Comments:

Inventories (Measure #7)

Percentage of Inventories Received by Due Date - August 31, XXXX

Target = 95%

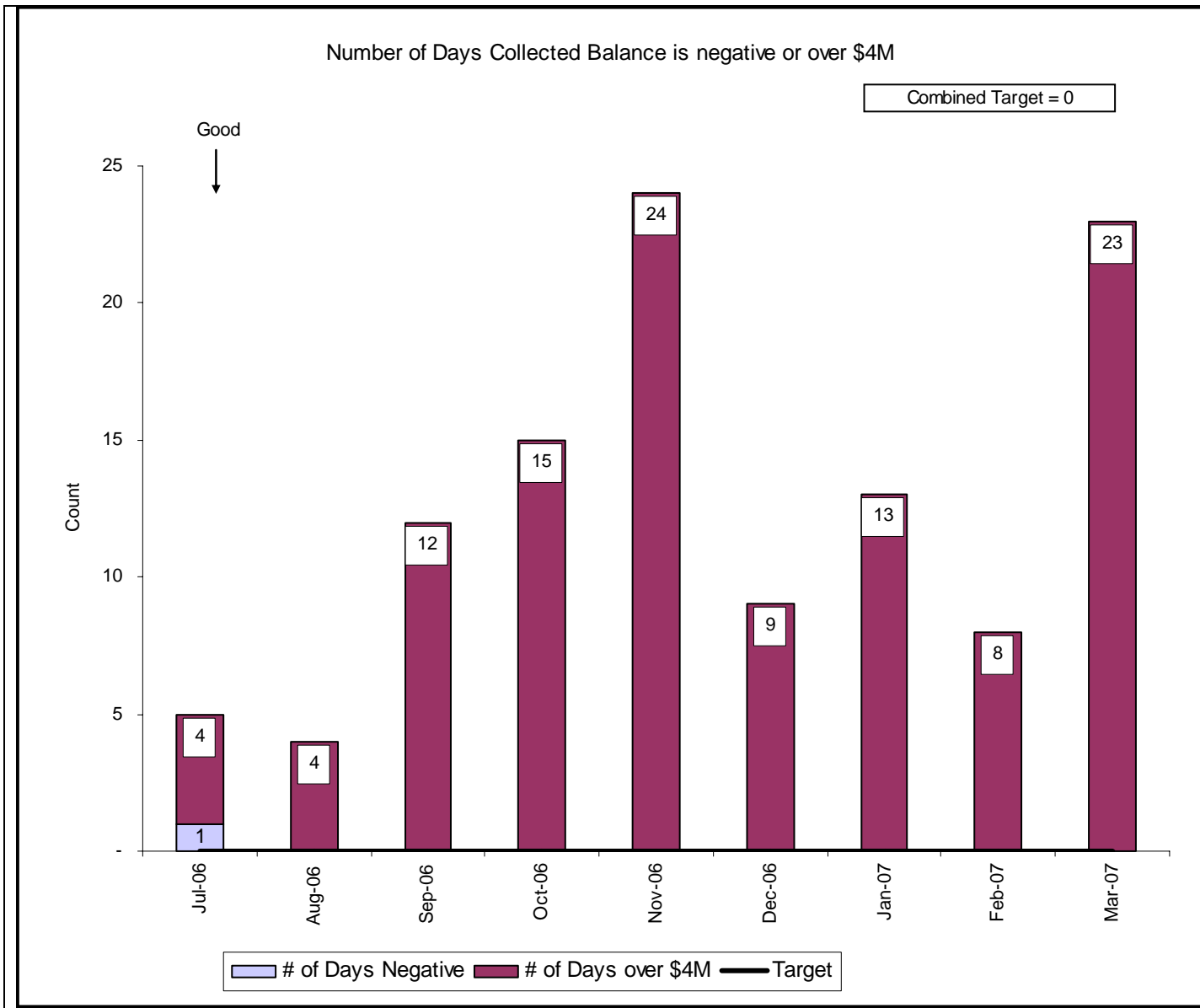


Definition: The percentage of departments who complete their inventory of fixed assets on time. Annual inventories are sent to departments in early May and are due by August 31 of the same year.

Owner Comments: The 2007 percentage will be available on the September 07 dashboard.

Reviewer Comments:

Collected Cash Balance (Measure #8a and #8b)



Definition: Number of days the University is in a negative cash position or has over \$4M of cash in the "main" bank overnight. Both of these indicate opportunities to increase interest earned from a higher yielding account.

Owner Comments:

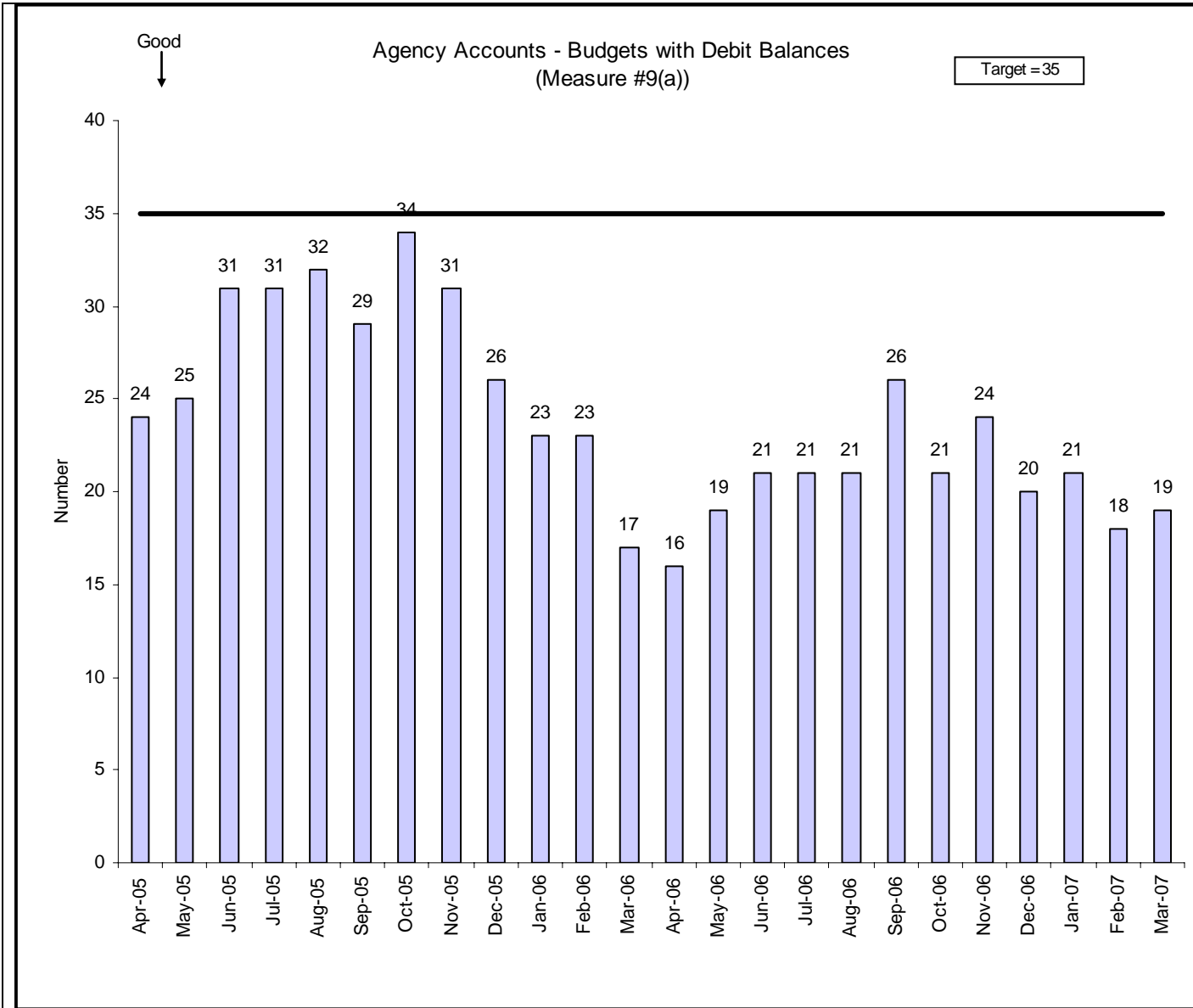
Collected balance over \$4M results when high dollar value checks don't clear when expected.

For example, on 4/23/07 the collected balance was \$7.1M because three checks that were estimated to clear did not:

- \$1.2M payable to Cardinal
- \$1.4M payable to Cardinal
- \$1.1M payable to Hoffman

Reviewer Comments:

Agency Accounts (Measure #9a)



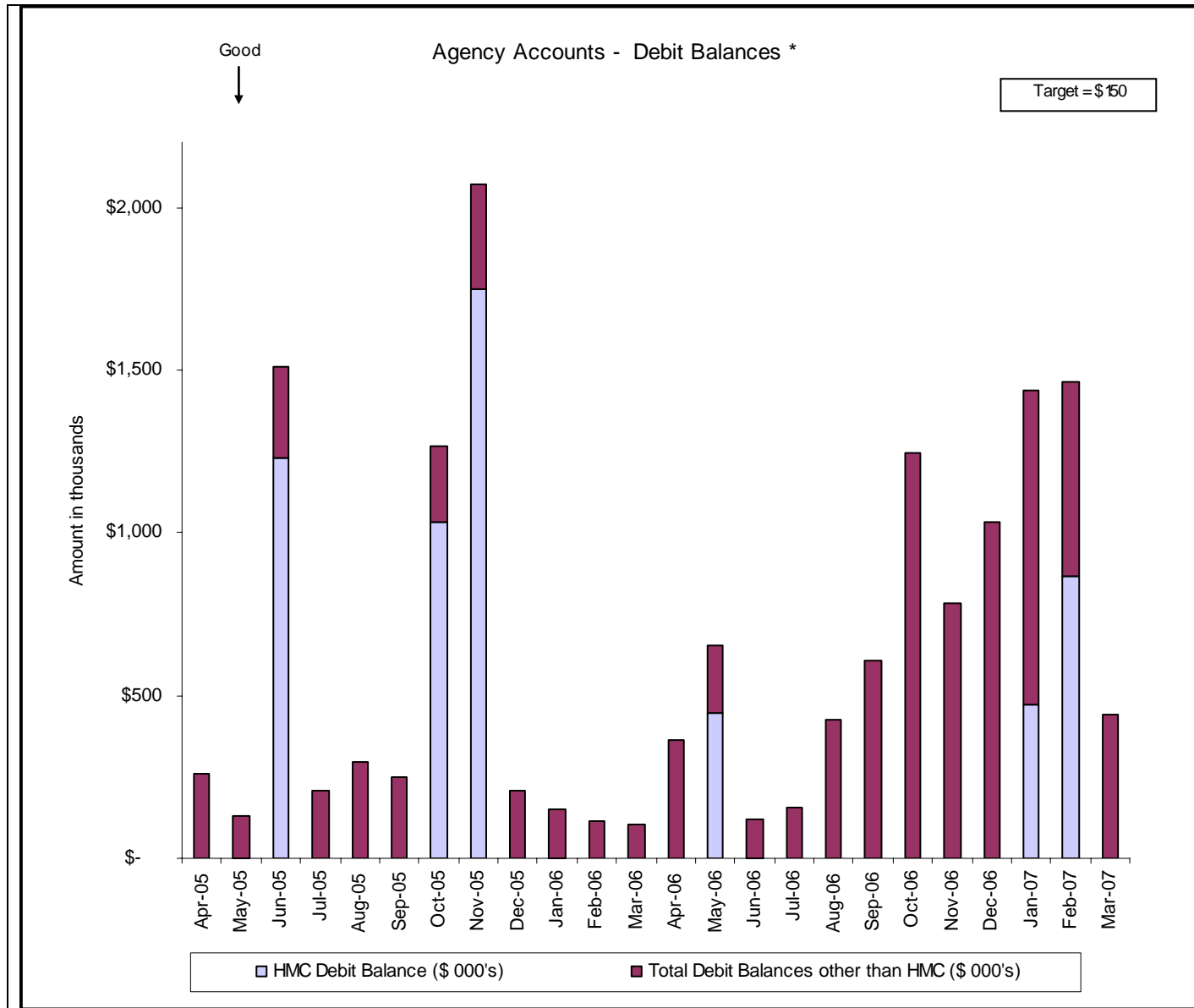
Definition: Number of agency accounts with deficit amounts (i.e. how much the agency owes the University). Agencies are supposed to have enough money on deposit with the UW to ensure that the UW is not in a position of "loaning" money.

Owner Comments:

The 19 agency accounts with debit balances (in March 2007) are out of a total of 250 agency accounts monitored by us.

Reviewer Comments:

Agency Accounts (Measure #9b and #9c)



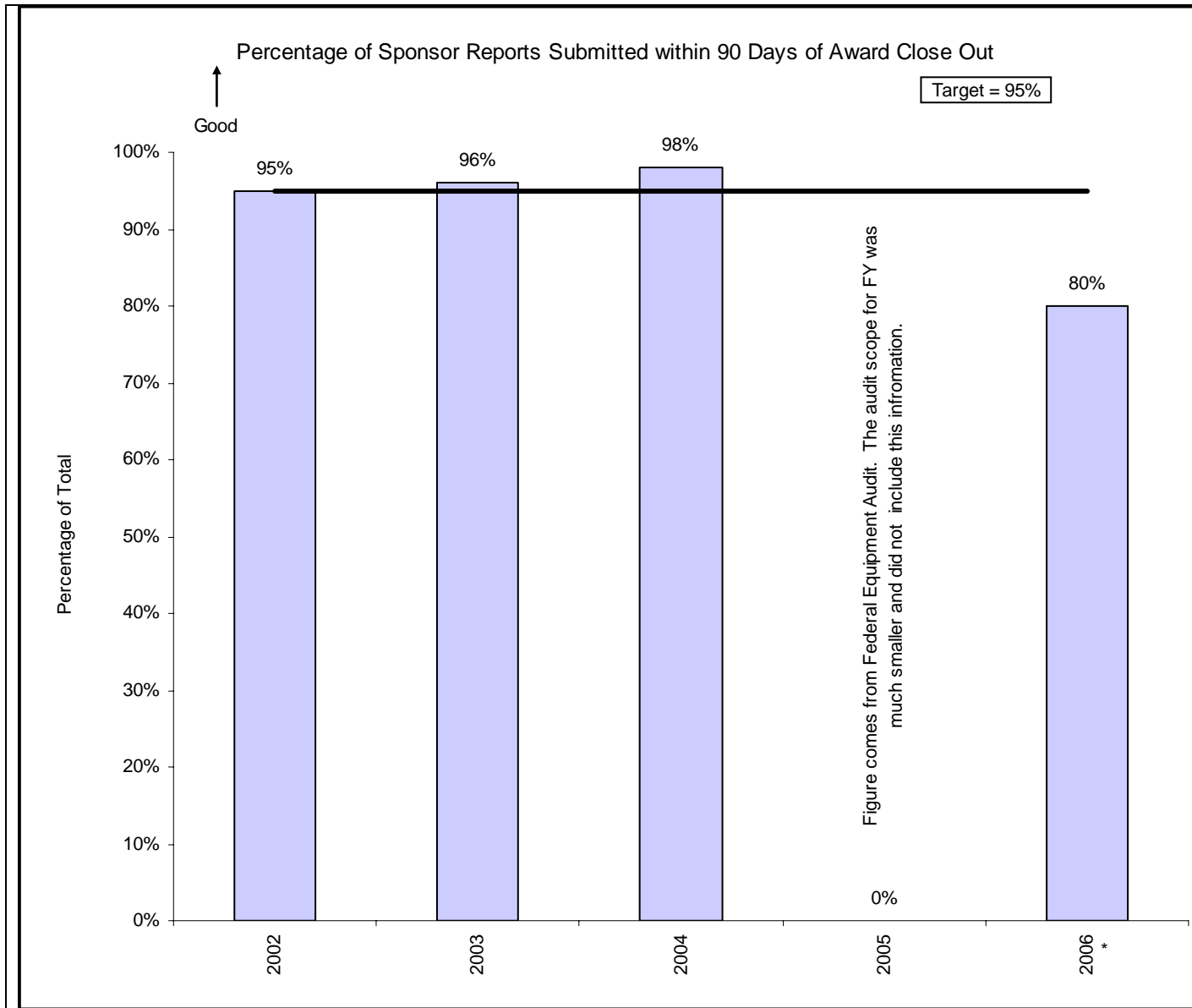
Definition: Agency deficit amounts (i.e. how much the agency owes the University). Agencies are supposed to have enough money on deposit with the UW to ensure that the UW is not in a position of "loaning" money.

Owner Comments: Starting in April of 2006, the Harborview debit balance calculation was changed to equal the average monthly balance less capital.

In every month since September 2006, the Washington Technology Center (WTC) has had a larger deficit than all other non-HMC agency accounts combined. We have communicated with WTC about the problem and they are cooperating. Their deficit position continues to be a problem but it is improving.

Reviewer Comments:

ONR (Office of Naval Research) Sponsor Reports (Measure #10)

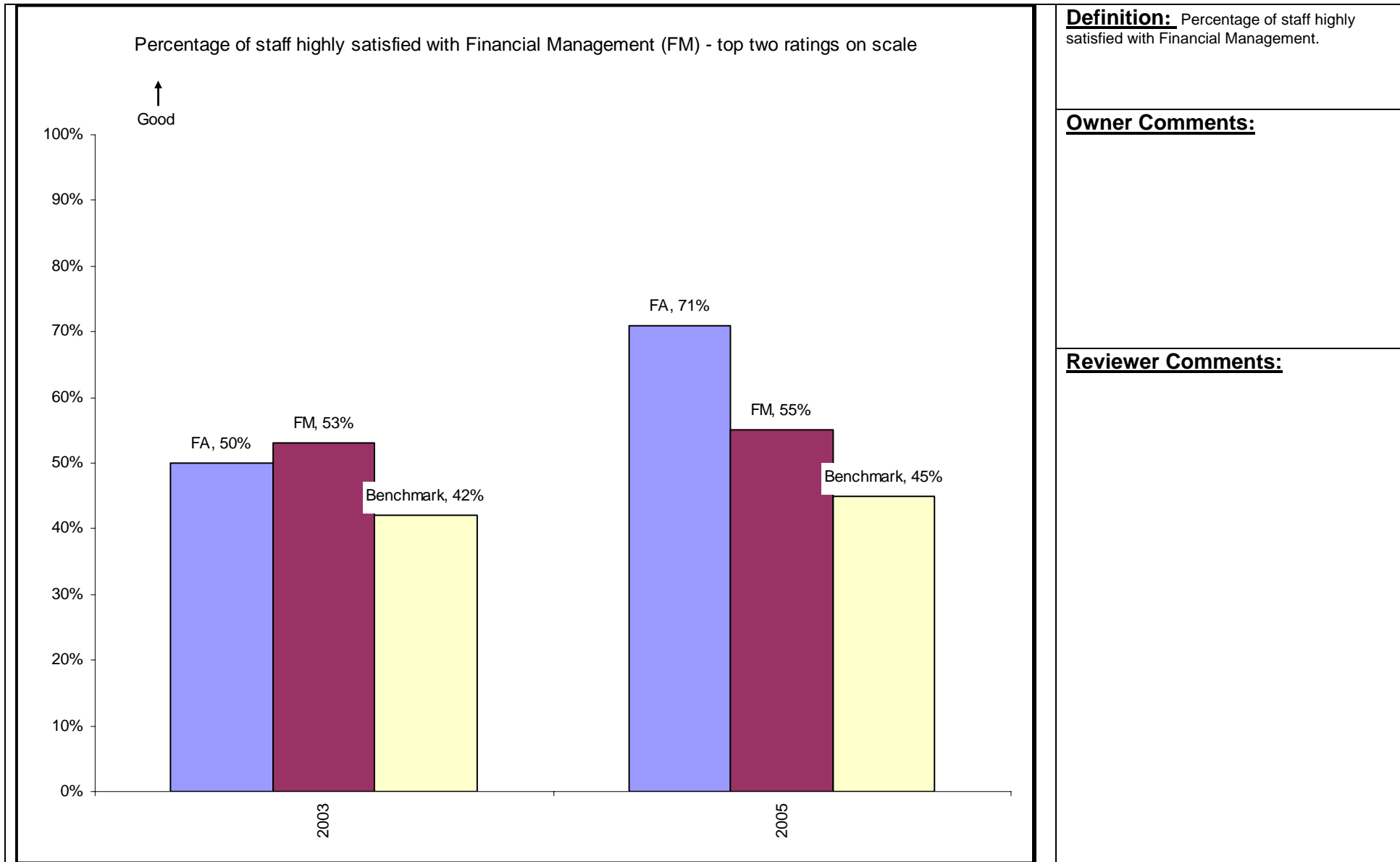


Definition: Percentage of ONR sponsor reports that are submitted within 90 days of close out. This is a Federal regulation and compliance is necessary.

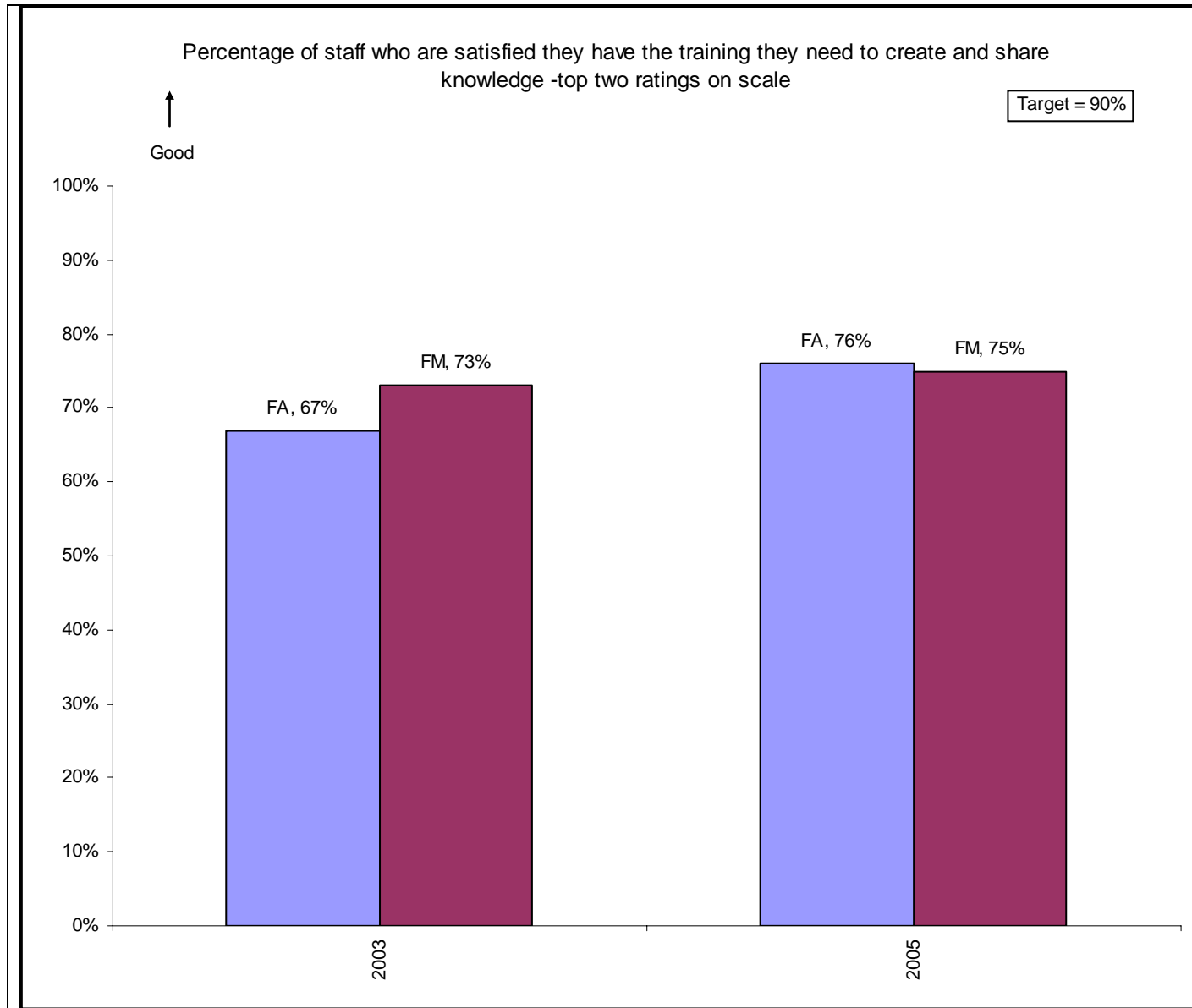
Owner Comments: Prior to FY 06, this measure tracked UW awards (excluding APL).

Reviewer Comments:

Staff Satisfied with Financial Management (Measure #11)



Staff Satisfied with Training (Measure #12)



Definition: Percentage of staff who are satisfied that "they have the training they need to create and share knowledge" (top 2 ratings on scale).

Owner Comments:

Reviewer Comments: