New Directions

Quality Improvement in Financial Management at the University of Washington

Vol 2, No 2 Spring 2003

In This Issue:

Letter from the Editor, Winter 2003

By Diane Cooley

The daffodils are blooming and the tulips are soon to follow. Winter has turned into spring and it's time for a fresh, new edition of Directions.

Learn how your credentials can blossom as you get help going for that CPA license in "CPAL – You've Got a Friend." Check out the beautiful flowers in "Kudos." Find out about the UW's firm roots in the academic world and "FM Involvement in the University Accreditation" that happens every 10 years. Enjoy the lemonade in the "Positive Pay Story" made out of last spring's sour lemons that appeared as fraudulent checks. Follow the moves in "Trading Spaces" as Financial Management experiences its own season of change. Dig into the "UW Bank Reconciliation" process and learn how staff has worked hard at cleaning up old items. Grow in your understanding of diversity, thanks to the Rave and Mentoring Teams. Take a road trip and see some trends in the "Report on the Treasury Symposium 2003." Continue your travels as the Travel Office retools and spruces up the TEV raising the number processed within 5 days to an impressive 93% on their Dashboard measure."

FM Helps to Set the Standard for UW Accreditation

by Chris Malins

Every ten years the UW must submit a report to the Commission on Colleges and Universities that illustrates how it has maintained high academic and administrative standards and why it should continue to be considered an "accredited" university. Accreditation is an extremely important distinction for an institution of higher learning. A degree earned from an accredited university gives the degree validity and is a reflection of the quality of the education. On the research side, an accredited university is much more likely to receive federal and state funding.

Each professional school and program (i.e., Medicine, Pharmacy, Dentistry, etc) must submit an accreditation report on a periodic basis, but the institution as a whole is reviewed once each decade. The overall accreditation report is a massive compilation of information from all parts of the University. It is divided into nine "standards" and can exceed 1,000 pages.

Under the direction of Vice Provost **Steven Olswang** and Associate Vice Provost **Cheryl Cameron**, the accreditation steering committee was formed in 2001 to lead the charge. **Charles Bennett** from Financial Accounting is the Financial Management representative and has worked with Associate Vice President **Sandra Lier** to amass the necessary information. The steering committee is just wrapping up work in anticipation of the April 2003 campus visit from the Commission on Colleges and Universities.

The standard called Finance (Standard Seven) is an excellent high-level discussion of how the University is funded and the financial challenges facing the UW in the future. Charles was ably assisted by **Nancy Treibel, Bill Christensen, Chris Malins, Ann Sarna** and many others in developing Standard Seven. The hard work is apparent in the finished document. The completed **2003 Decennial Accreditation**, including Standard Seven, is available for viewing at:

http://www.washington.edu/about/accreditation/index.html.

If you are interested in how the UW works and how what we do in FM relates to the rest of campus, be sure to take a look at this document.

Find a Partner! Mentoring Program Begins

by Heidi Anderson

After a year of work by the Rewards/Promotion/Merit arm of the diversity teams, the Financial Management Mentoring Program is underway! The program launched with a website and email from V'Ella on March 11, 2003.

There are several things that make our program unique. The first thing is our special attention to matching, which we believe is the key to a successful program.

Having mentor biographies on the web allows for mentees to choose who they'd like to partner with. Giving employees a choice in their selection of mentors is very important to develop ownership of the mentoring process. If a mentee is not comfortable choosing their own mentor, the team will make every effort possible to match them with a compatible mentor.

The team uses criteria including length of service, department needs, and even outside interests. Our team represents many different areas of Financial Management and this will help us in matching people as well.

The second thing that is unique is the constant monitoring and support that both mentors and mentees will receive from the diversity team staff throughout their year long commitment. By using emails, articles, and one-on-one support the team is committed to supporting and fostering a positive journey for each person involved.

Continued on page 3 ….

Mentoring Team, from left: Shawn Williams, Jaeson Albritton, Linda Braziel, David Wright, Heidi Anderson, Ann Sarna, Erick Winger and Evelyn Jagoring.

Road Trip Report—Treasury Symposium 2003

by Frank Montgomery, Scott Davies, and Kate Riley

The Treasury Symposium annually brings together university treasury and controller professionals to highlight and share best practices. This year the symposium met in Savannah, Georgia, where the hospitality more than made up for the unseasonably chilly weather. **Frank Montgomery**, Controller, **Scott Davies**, Treasury Office, and I attended the three-day event. I was impressed with the passion of the symposium's founders to promote collaboration and communication among schools. Frank and I presented our experience using measures to improve performance in cash management. As Scott noted, the UW is on the front end of the curve for metrics. Our talk was well received the door is open to return next year. Having seen what measurement can accomplish, people were very eager to know how to create dashboards.

Here are some highlights from the symposium

Cash-related trends:

- An electronic transaction that has promise for the UW is an accounts receivable (lockbox) conversion that converts checks received at a lockbox to ACH. Schools in a pilot program have seen lower processing costs and fewer unpaid items.
- Several schools have gone exclusively to E-bills for tuition and experienced a smooth transition. Several schools have also switched to "mandatory" direct deposit. Again, with a good communication plan none of the schools encountered significant opposition to the change.
- One practice that was flagged as risky is electronic commerce of all types (i.e., credit card, ACH, receipts) because of speed, volume, anonymity, and automation. To counter these liabilities, "layers" of security are essential to reduce exposure and combat fraud.

Debt-related trends:

- Public institutions face a struggle to maintain their current level of state support.
- There are more institutional defaults on borrowing and downgrades of credit rating, especially for private institutions. Public institutions appear to have a more stable outlook.
- Regional universities and elite private colleges will be less impacted by debt-related trends than non-regional and smaller schools.
- Competition between schools means pressure on tuition (affordability) and emphasis on facilities.

A house in Savannah, Georgia.

Mentoring Program (continued)

The third and possibly the greatest tool that will be given to both mentors and mentees is the day spent on building the mentoring relationship. This day is for the pairs of mentors and mentees and is scheduled on May 14, 2003 from 8:30 to 4:30 at the Ethnic Cultural Center. The training will be facilitated by **Ruth Johnston**, QI champion in Financial Management, and **Eric Davis**, a diversity consultant who works as an adviser at the UW. This will be time to get to know each other, share experiences, explore values, and establish goals for the relationship. In addition to developing the mentoring relationship, the day will include a section on diversity awareness.

A second round of the mentoring program is set to roll out sometime in October and every six months or so after that. Financial Management and the diversity team for Promotion/Reward and Merit are committed to the success of this program – and we hope that all FM staff will participate in it over time.

For more information, please contact any of the team members: **Ann Sarna, Jaeson Albritton, Shawn Williams, Evelyn Jagoring, David Wright, Erick Winger, or Heidi Anderson** or visit our website: http://www.washington.edu/admin/finmgmt/pmp.

Trading Spaces

by Kate Riley

Familiar faces have moved to new places over the past quarter. In January, the Treasury Office moved from Gerberding Hall to the Roosevelt Commons, a new building on 11th Avenue. The new location on the 6th floor allows room for all Treasury staff to be in one location while still having room to expand. **V'Ella Warren** has adopted shuttle management. she now maintains offices in both Roosevelt Commons as well as in Gerberding.

Management Accounting and Analysis (MAA) has moved into the space Treasury vacated in Gerberding. **Jane Wiseman** and her group, **Sam Senturia**, **Brion Norton**, **Ruchi Aggarwal**, and **Suzette Ashby-Larrabee** are finding life on campus to have some nice perks. As Sam noted, "it's location, location, location."

The GCA GRIP Team (**Denise Lim**, **Hoang Ong**, **Kris Jaeger**, and **Marisa Honig**) has decamped from its temporary office in Schmitz Hall. The team has relocated in the Purchasing & Payables Building, 1st floor, in the area where the FAS Control (**Julius Rullan** and **Ashley Chambers**) and ProCard Staff (**David Wright** and **Donna Andreason**) used to be. Meanwhile, these folks have moved into Financial Services space nearby on the first floor.

Here's the new mailing information for Treasury and Management Accounting and Analysis

Treasury

4311 11th Avenue NE, Suite 600
Seattle, WA 98105, Box 354998

Management Accounting and Analysis

280 Gerberding Hall
Box 351248

Roosevelt Commons

GRIP Tightens

by Denise Lim

Since the kickoff last November, the GRIP Team has undergone three major events: 1) forming a complete team; 2) documenting Grant and Contract Accounting (GCA) processes; and 3) establishing a model of GCA processes in J. D. Edwards (JDE), the new accounts receivable software package.

First and foremost, we are excited to have three new members join the team. They are **Tracy Monaghan, Cesar Cordero** and **Michael Duong** of C&C. Cesar and Michael were hired specifically for this project. They bring a wealth of JDE knowledge and experience, which are crucial factors in successful implementation and on-going maintenance.

The GRIP Team gathered a complete list of current GCA business practices. This document was used to bring our consultants from AMX, an outside consulting agency specializing in JDE, up to speed on the business needs and requirements.

Lastly, the GRIP Team has recently drawn up a model of the GCA process flow in JDE. The model was achieved by a close collaboration with the consultants through an extensive analysis of the business requirements and various intensive training sessions in JDE. We have presented the model to the Resource Committee (advisory group) and received positive feedback. The model design has also been extremely helpful in identifying gaps between the current process and the functionalities in JDE. In addition, the model will assist in reaching the next milestone, which is to set up prototypes for GCA processes.

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GRIP Team, from left: Marisa Honig, Kris Jaeger, and Hoang Ong.
Not shown: Tracy Monaghan, Cesar Cordero and Michael Duong

RAVE Team Provides Diversity Training

by Karen Crowder

R — Respect each individual
A — Appreciate the contributions each can bring to FM
V — Value the differences
E — Enfold the contributions and differences to create a strong FM team

The original RAVE team was chartered in response to the Diversity Audit conducted in Financial Management almost two years ago. The team generated great ideas and made recommendations to the EIT based, in part, on additional surveying of the staff around the issues of diversity. The original RAVE team was comprised of **Stepheny Bonner, Anita Bingaman, Agnes Acholonu, Libby Graham, Elvin Smith, Cathy Billings, and Heather Cahill.**

The team was rechartered in December of 2002 with the directive of sponsoring all-staff diversity training, hosting brown bag presentations and making recommendations for the QI library on the topic of diversity, as proposed by the original RAVE team. The current team is comprised of **Agnes Acholonu, Anita Bingaman, Stepheny Bonner, Karen Crowder, Yung-Chen Fang, Frannie Gladney, Libby Graham, Jim Harney, and Paul Jeganathan. Frank Montgomery** is our sponsor.

The biggest project, which is the all-staff diversity training, has begun, with sessions scheduled through early May. The RAVE team discussed and experienced some of the elements needed in the training curriculum. The training sessions are being conducted by Alexandra Laird, co-president of Phoenix Consulting, and Karen Crowder of Financial Management. In addition, the team has sponsored a very successful brown bag session on Non-Verbal Communication that was attended by 85 people – almost half of Financial Management. The plan is to continue to present topics of interest that will promote greater job satisfaction and productivity for everyone in Financial Management and their customers.

RAVE Team, rear from left: Karen Crowder, Agnes A. Acholonu, Frannie D. Gladney, Yung-Chen Fang, Stepheny Y. Bonner and Anita Bingaman. Front: Paul Jeganathan. Not shown: Jim Harney

One of the most important (and satisfying) aspects of the RAVE team has been the way in which we have experienced working as a diverse team. Our goals have not all been product driven. Our intent has been to learn from each other about cultural differences, individual perspectives, and trust building. We have worked at modeling what an effective team of diverse individuals can be. We are proud of the programs we are sponsoring, but we are also the richer for the experience of working together.

The Positive Pay Story— Making Lemonade out of Lemons?

by Ruth Johnston

Student Fiscal Services (SFS) was faced with some fraudulent checks last spring! Some clever people fabricated checks that looked like the UW's and made them payable to individuals who wanted some quick cash, often several thousand dollars apiece. This presented some serious financial concerns, of course, so we worked with the UW Police, Internal Audit and others to identify ways to stop this from happening.

Enter the idea of "Positive Pay." Financial Accounting was looking into this process to secure checks being issued by other areas in Financial Management. The concept is simple: alert the bank that a check has been written before the check can be presented for cash at the bank. This means mailing a check instead of the long standing SFS practice of issuing checks to students upon demand. One issue was concern for students' emergency needs since we wouldn't be able to give them a check the same day as requested because the bank wouldn't be able to tell it was valid until the next day. This need has always been paramount to SFS and Financial Aid.

We made the decision to move to positive pay in September and implemented it on December 1. This gave us ample opportunity to help students understand the coming change and get them signed up for direct deposit. Direct deposit was already popular; over 65%

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Travelers Reimbursed in Record Time

by Diane Harker

"…your processing time for turnaround reimbursement is very impressive."

"I sent Kathie's TEV over on Monday and the check arrived today (Thursday)! Now that's quick ! "

"Your TEV is the BEST form on campus."

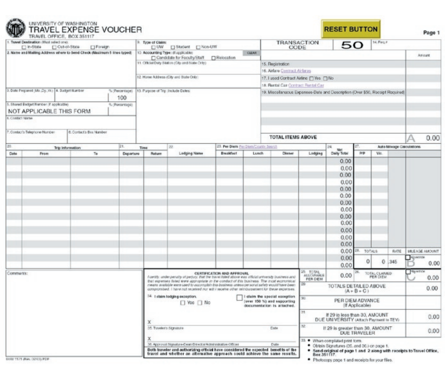
These are just some of the comments from customers about the enhanced online Travel Expense Voucher (TEV) form and the resulting decreased processing time for travelers' reimbursements.

For several years the Travel Office has provided an online PDF version of the first page of the TEV on its website. The first page of the TEV could be completed and printed by the department and submitted to the Travel Office. The second page had to be manually updated by the Travel Office with lines of object coding for the different categories of travel expenses and other accounting data required for FIN to produce the check.

Over the past eight months the Travel Office, with the programming support of Publications Services, worked to improve the on-line TEV. The project was designed to reduce the manual labor required to process TEVs resulting in more timely reimbursement to University travelers.

The first page of the TEV was retooled to incorporate travel exceptions (airfare and hotel). Programming on the second page of the expense voucher provides for automatic printing of proper object-sub object codes, budgets, liquidation codes and totals. The form now also requires that certain fields be completed by the department, reducing follow-up calls by the Travel Office to verify information and exceptions.

The new TEV form was pushed out on the web in late November after the Travel Office held two standing room only previews for campus users. Over 120 campus users attended the sessions and offered several additional suggestions for further enhancements that are just a few weeks away from implementation.


UNIVERSITY OF WASHINGTON
TRAVEL EXPENSE VOUCHER
RESET BUTTON
Page 1

In November 2002, prior to implementation of the new TEV, only 53% of the TEVs were paid within five days or less of receipt in the Travel Office. In December 2002, the first full month after implementation, 82% of the TEVs were paid within five days. In January 2003, the last month for which data is available, the number of TEVs processed within five days had risen to 93%.

To quote **Frank Montgomery**, "… The improvements in TEV processing are IMPRESSIVE! Congratulations to you (Cindy) and all of the Travel Office staff…It's a great story of process improvement to raise service levels."

The Positive Pay Story *(continued)*

of the students receiving financial aid were signed up. The change for those not wanting to use direct deposit meant they'd have to request a check to be sent to their home address, thus delaying delivery for a day so the bank would know it was valid. The check request could come to us via an in-person visit to Schmitz, through a web request form, by email or by phone. We worked with Financial Aid to identify a process to deal with emergencies, got the authority to change student addresses, and then discussed the new process with our staff, Financial Aid staff, UW advisers, and our SFS Advisory Board.

The program is a success! Students had no trouble with the transition and many are thrilled that we are finally willing to send checks instead of them having to come in and pick them up. We've had only a few emergencies and bad addresses. The percent of students receiving aid who now use direct deposit has jumped to 85% and we reduced printing from 8,889 checks Winter Quarter 02 to 3,520 checks Winter Quarter 03.

Many people worked on this process improvement. SFS leaders and staff, process partners, and the UW students made it work.

GRIP Tightens *(continued)*

The GRIP Team is now working to define a detailed scope of the project, determine roles and responsibilities between the team and consultants, and revisit the implementation date and determine whether it is realistic.

The project is now going full steam, and we are happy to report that the results of the work done so far look-promising!

CPAL—You've Got a Friend

by Chris Malins

When Carole King sung the immortal words "You've Got a Friend" on her 1971 album **Tapestry**, she probably wasn't thinking about Certified Public Accountants. In fact, it's safe to say that very few musical performers think about CPAs when composing their songs. But if you're a CPA in Financial Management or want to be, you've definitely got a friend on a new team called CPAL.

CPAL (pronounced "See Pal") stands for CPA Licensing and was formed to help non-licensed CPAs obtain the professional experience necessary for a license. Thanks to a recent change in the requirements for gaining experience, it is now possible to work in the public sector (i.e. the UW) and become a full fledged CPA.

Here's how it works: A potential CPA works with CPAL members **Christi Chapman** and **Charles Bennett** to determine what experience they have and what experience they still need to become licensed. If the candidate does have the needed experience, CPAL will review the completed licensing application. If Charles and Christi are satisfied that the experience described is sufficient to become licensed, they will "sign off" on the license application.

CPAL Team, rear from left: Cristi Chapman, Sue Camber, and Charles Bennett. Front, from left: Chris Malins and Marcus Dorschel

If the candidate does not have enough experience to become licensed, the CPAL team will work with central accounting units on campus to assist the candidate in obtaining the required experience. Financial Accounting and Internal Audit have expressed a willingness to have candidates work with them in the areas needed.

An initial group of CPA candidates are already working towards becoming licensed. **Ruchi Aggarwal** is spending time in Internal Audit currently and **Marcus Dorschel** and **Chris Malins** will begin work there in the next few months. **Sue Camber** and **Bill Ferris** will also use the CPAL team to obtain their licenses.

If you have passed the CPA exam and have a desire to become licensed, contact Christi Chapman at cristic@u.washington.edu. Carole King may not use you as inspiration for a song, but she'll definitely need you at tax time.

Big Improvements in Bank Reconciliation

by Kristie Dunne

It works on the simple theory that a bank deposit should 'match' or equal the cash transmittal amount. Led by Jeff Follman, Financial Accounting's Bank Reconciliation Group consists of Nabil Girgis, Misty Hayes, and Evelyn Jagoring. They are responsible for the reconciliation of the three main bank accounts plus various small accounts. Typically, monthly volume for all of these accounts is 5,000 transactions and $290 million dollars.

Payables Administration's Access Database automatically matches the items that are equal. It is the ones that do not match that cause the problems. In November of 2000 there were approximately 4,599 items that were unreconciled (a bank deposit did not have a matching cash transmittal entry or vice versa, including unidentified ACH & incoming wires). That reconciliation was completed in March of 2001, just four months later. Currently we have approximately 150 unreconciled items. Reconciliations are completed within 10 days after the month end final close.

There are many reasons for this transformation. The employees of the department have worked very hard to clean up and reconcile old items as well as staying current. There have been many technological improve

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Bank Reconciliation *(continued)*

ments which have made the reconciliation process easier as well as easing the workload of the departments.

Student Fiscal Services, in partnership with the Bank Reconciliation Group, developed a system whereby financial data can be downloaded from the bank and a cash transmittal could be created and budgets credited automatically. This process has been used for over a year on credit card transactions and will expand in March 2003 to direct depositors such as departments who deposit cash directly to the bank as opposed to Student Fiscal Services, in March 2003. The partnership saves in creating a cash transmittal on a daily basis and ensures that the amount is error free. Moving from a manual to an automated process has greatly reduced the number of errors. The savings have resulted in the elimination of 800 paper cash transmittals. When the process is extended to direct depositors it is expected to have a tremendous effect as well.

Heidi Berrysmith, Computing and Communications, has been working with the Bank Reconciliation Group to help departments utilize FASTRANS for cash transmittals. This process allows the department to input data directly into FAS without having to prepare a paper cash transmittal and eliminate the need for someone to key the information into the system. Several departments utilize this process and it has helped eliminate errors as well as reduce paper.

The Bank Reconciliation Group and Payables Administration have worked with Computing and Communications to implement Positive Pay. This system allows us to easily manage payment activity and reduce the risk of check fraud. As checks are presented for payment, they are matched to the daily transmission to ensure that they are proper checks. **Bank Reconciliation Group** and **CeCe Redila** with the back-up help of **Cathy Sleipnes** and **Karen Long** send a payment file to the bank daily and we are able to view the exception items the next day. In the past, we sent the payment file to the bank at the end of the month. Although the Bank Reconciliation Group has just started the process in January 2003, we have already stopped 12 fraudulent checks from being paid.

KUDOS

Kudos

compiled by Sharon Langlois

Kudos given by FM colleagues from outside the division.

2002-2003 Combined Fund Drive Volunteer Team, Financial Management: Super participation by all in Financial Management, and great work by all who participated. *Weldon Ihrig, Executive Vice President.*

ATA Team, Purchasing Department: Congratulations on clearing out most all of the very old ATA's. Great stuff… *Sandra H. Lier, Associate Vice President, Business Services.*

Carolyn Adams, Payables Administration: I really appreciate the great service. Please pass on my thank you to each and every one of your team. *Jo Taylor, Parking Services.*

Heidi Anderson, Student Fiscal Services: I want to take a minute to thank you for being such a considerate person, especially regarding a problem you did not create. I appreciate your kindness very much. *Tiffany Hedrick, UW Student.*

Charles Bennett, Tax Office, and **Sue Camber,** Grant and Contract Accounting: Thanks so much for joining our fin-PIT meeting yesterday. The discussion was very productive and we enjoyed the opportunity to hear your perspective. *Jeanne Marie Isola, Project Manager, USER Project.*

Linda Braziel, Ginny Montgomery, Christa Woodhull, and the Payroll Production Team, Payroll: Thanks, you and your staff have pulled off another miracle. *Sandra Prescott, Computing & Communications.*

Alvin Chau, Payables Administration: Alvin has always been efficient, helpful, courteous, and willing to assist and provide great customer service. His conduct sets a standard. *Susie Hollingsworth, Department of Biology.*

Lynn Duong, Payroll Office: Lynn was very patient and walked me through the RST process, then gave me a tour of the payroll website. It was definitely time well spent. *Jackie Duggans, Music.*

Michael Fero, Financial Management Administration: Michael helped the DC office get its federal as-

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Kudos *(continued)*

sembled into a very high quality publication. We are extremely grateful for his help, the team effort was truly satisfying. *Barbara Perry, Associate Vice President/Director of Federal Relations, Federal Relations.*

Paul Jeganathan, Treasury Office: Paul has been characteristically alert and quick, and in a matter of hours this morning set up a new account to facilitate this gift. We couldn't do it without you! *Marilyn M. Montgomery, Assistant Vice President for Development.*

Ruth Johnston, Financial Management Administration: The materials you prepared and used for the WACUBO seminar on change are excellent. I now know why the participants gave you such super reviews. *Weldon Ihrig, Executive Vice President.*

Sharon Langlois, Payroll Office: here is the paperwork we discussed. Also, we're sending over a thank you gift! We really appreciate all your efforts. *Julie Reid, Deans Office, School of Medicine.*

Frank Montgomery, Controller's Office: Nice job today, we really like the approach. It was impressive and very accessible. *Patricia Woehrlin, Director of Strategic Initiatives, Office of the Executive Vice President.*

Ginny Montgomery, Payroll Office: I want to express our gratitude for processing the check. Once again, you went beyond what you really should be expected to do. *Dvorah Oppenheimer, Financial Administrator, Henry M. Jackson School.*

Heather Norbert Stewart, Payroll Office: Thank you so much for making the effort to help me out. I really appreciate it. *Arthur Chan, Bioengineering Ph. D. Candidate, UW.*

Alma Prepotente, Travel Office: Alma has been absolutely wonderful to work with and has made me comfortable with the process. She is a truly outstanding representative. *Renee DeWees, Development Coordinator, School of Pharmacy.*

Ann Sarna, Treasury Office: Thanks, good work by all for achieving that amount on the stock gift. *Weldon Ihrig, Executive Vice President.*

Li-Chang Wong, Student Fiscal Services: Li assists my staff in the allocation of scholarship funds. She has accomplished this task very effectively while demonstrating great patience in training our staff on the process. By establishing and maintaining an excellent working relationship with our unit, she has greatly facilitated the success of our program. *Capt. Burke, Department of Navy.*

RQT / AWARDS

Recognition Round-up

by Kyra Worrell

TOPS

The Inciters Team was awarded with a TOPS award on January 31, 2003.

The Inciters met from October 1999 to July 2001. The members of the team were **Anita Bingaman, Denise Lim, Sam Senturia, Libby Graham, Diane Harker, Heather Norberg Stewart and Kate Riley**. The Inciters team was responsible for the NEOP (New Employee Orientation Program) project, which improved the orientation processes for new employees to Financial Management. The NEOP website provides easy access for new employees to learn about Financial Management's values, missions and quality focus. The NEOP website can be accessed at:

http://www.washington.edu/admin/finmgmt/neop/index.html

Lisa Rooks (SFS) was presented with a TOPS award commemorating her improvement of the bankruptcy notice process on March 10, 2003. As the bankruptcy Coordinator, Lisa is responsible for all bankruptcy filings that pertain to UW debt and for notifying campus departments of the bankruptcy status. There can be as many as 137 open bankruptcies at one time. The old bankruptcy notification process was time consuming and required a lot of paper. Lisa took the initiative to create an email which included all of the pertinent information needed by departments for each case. The change decreased the processing time from a day and a half to just under an hour even on heavy volume days.

QSTEP

Barbara Schielmann (Travel) was recognized with a QSTEP for the quality of Committed on Feb. 19, 2003. Barbara has demonstrated her commitment by offering her time and energy to maintain Travel's service goals. Barbara took over the per diem advance program a year ago and has reduced the number of past due advances to

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zero. Barbara loves her job. She continually expresses this to others and shows it in her attitude.

Heidi Gustafson (EIO) was honored with a QSTEP award for the quality of Committed on Monday, March 31, 2003. Heidi has shown many examples of commitment to her job, not the least of which has been both developing and presenting training courses for Equipment Inventory systems and procedures. Her classes have been very well received: as one participant stated, "Heidi is a wonderful representative for EIO!" Heidi is excited about her job. "Heidi constantly states, 'I love my job,' and it shows."

EXPRESS

SFS – 2/26/03

CALENDAR

Quality Improvement Awareness

5/28 from 12:30 to 4:30
and 5/29 from 8:30 – 12:30
in #142 Gerberding Hall

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Please visit the web site at:

www.washington.edu/admin/finmgmt/qi/directions/jan03/
for the on-line version of this newsletter.