Aim: Increase the number of invoices posted within 30 days by 15% by April 30, 2017

Team Members
- Rebecca Bishop
- Osagie, Ann
- Xhudita Luli
- Gerry Stephenson
- Roberta Washington

Customers: BPHC vendors
Start: 11/8/2016

Process [Plan]
- Assigning Staff roles greatly increased communication and effectiveness among team members.
- Both Program and AP staff felt the project increased their understanding of their roles and empathy with all parts of the process.
- We (AP) realize that if we look inward and improve, the whole system improves; instead of pointing fingers, we reviewed what we could do better.

Quality Improvement Storyboard

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Team Leader: Rebecca Bishop
Quality Improvement Mentor: Osagie, Ann

Lessons Learned
1. Assigning Staff roles greatly increased communication and effectiveness among team members.
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Root Causes [Plan]
- Issues of staff availability, communication, and motivation
- Issues of staff priorities, satisfaction, and enforcement
- Bottlenecks in the process flow involving the invoices and PO info
- Poor understanding and awareness of AP policies and procedures
- Issues of staff’s access to training and information resources

Action
- Standardize rotations
  - Who: Xhudita
  - When: 5/1/2017
- Implement Checklist
  - Who: Xhudita
  - When: 5/1/2017

Measure(s) [Do]
1. % invoices posted within 30 days (by invoice date)
2. average # of days to resolve problem invoices
3. average # of days to approve problem invoices

Run Chart [Study]

Average # of days to resolve and post problem invoices

- % posted within 30 days (by invoice date)
- # of days to resolve problem invoices (average)