

PROGRESS REPORT

Working Group Name: Financial Process Improvement

Working Group #: 27

Chair: John Crawford

Date: February 25, 2022

Update on Actions Taken Since Last Report:

- This is the initial report.
- Two meetings of the working group have been held.
- Time was spent clarifying the charge and the expected deliverables.
 - Creation of a continuous improvement framework to identify and manage financial process improvement projects across campus.
 - Development of a list of prioritized financial process projects that will be the initial cohort of projects.
- Nomenclature for these continuous improvement processes vary from campus to campus. This workgroup is using *Continuous Service Improvement*.
- Discussion and agreement to use the EAB process for this initiative.
- Recognition that this initiative will truly be a continuous process.
- A draft outline of the oversight for continuous service improvement going forward has been developed. A sub-committee to finalize the document has been identified and already met.

Next Major Issue to be Addressed:

- Criteria needs to be developed to prioritize the list of continuous service improvement processes.
- 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 - March 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