

Watershed Program: Payment Approval Process Improvement

Division: Watershed & Operations

Problem description

The routing process for invoices received in the Watershed Program was inefficient in terms of staff time and paper usage.

Background

Invoices received in the Watershed Program are routed through a number of individuals for approval. The routing process was inefficient and caused delays in moving the approved invoices to the Fiscal Section in Operations Division for payment.

Baseline measurement

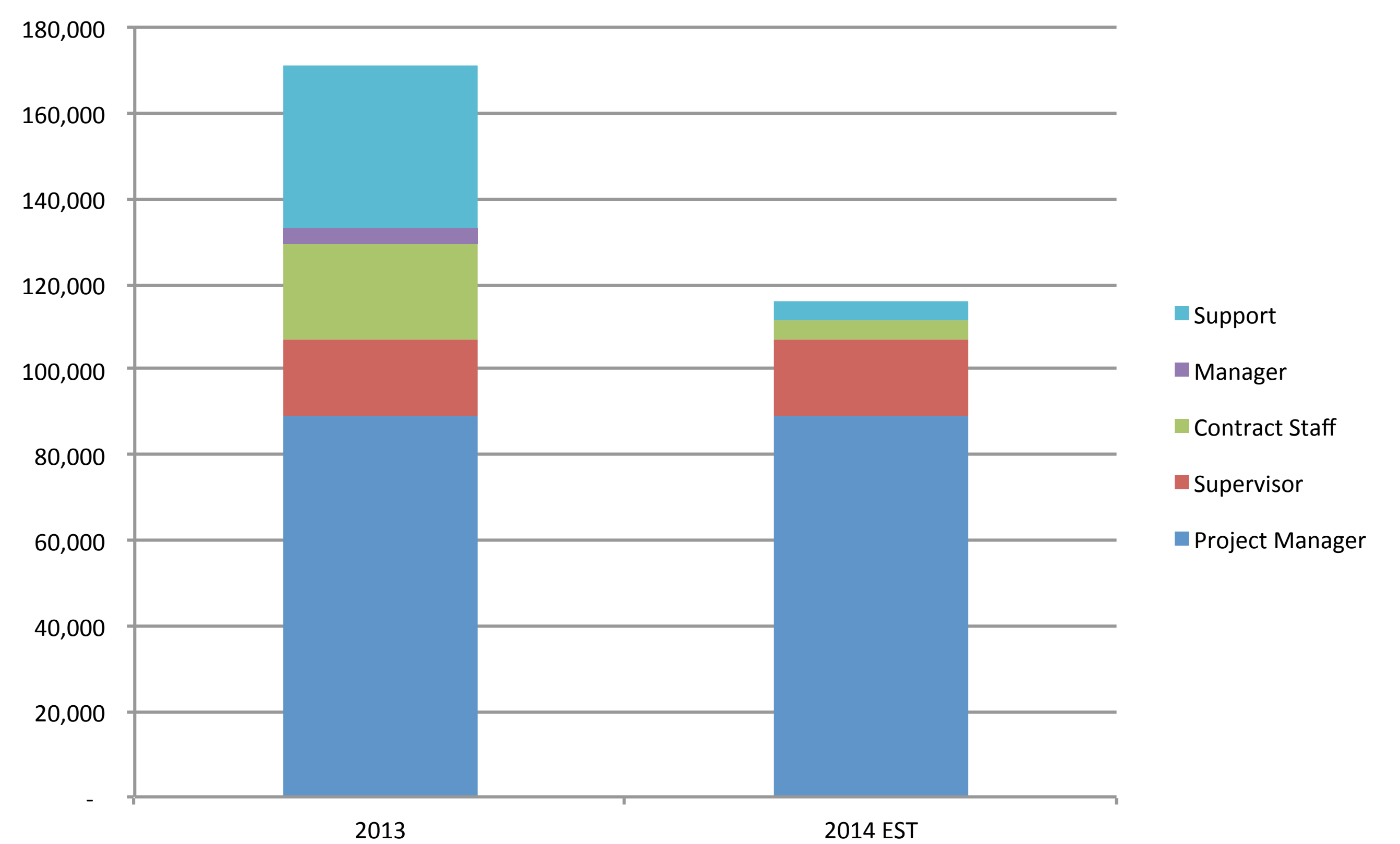
None given for paper usage.

Hours per week of process time:

- ▶ Contract staff: 10
- ▶ Manager oversight: 1.5
- ▶ Support staff: 22

Results

Projected Costs - Watershed Invoice Workflow Implementation



Expected results include:

- ▶ Reduction in paper use: >20,000 sheets per year.
- ▶ Reduction in process time:
 - ▶ Contract staff from 10 hours per week to 2 hours per week.
 - ▶ Manager oversight from 1.5 hours per week to zero by improvement and elimination of a step.
 - ▶ Support staff from 22 hours per week to 5 hours per week

Overall, estimation is that nearly \$60,000 per year will be saved in staff time and materials.