**Business Process Improvement Workgroup Summary**

**Summary of Recommendations**

A highly engaged group of cross campus representatives met for an all-day brainstorming session regarding current UMBC business processes related to accounts payable and procurement. (Please see the posted Membership List for specific group members). The group began by examining and charting current processes and work flow, identifying areas of concern/bottlenecks and identifying key issues. The group then quickly transitioned to identifying and mapping out recommendations to address the key issues and bottlenecks. Much was accomplished in a short period of time. The retreat was described by participants as (amongst many comments received), “encouraging”, “productive”, “exciting”, and “a great opportunity to share.”

The following is a summary of findings presenting conclusions of the full day retreat. These ideas were subsequently discussed with and approved by process owners. Feedback from the campus and the players involved will inform a process of prioritization and feasibility. These reviews will take place over the next two to three months after which we will update for any changes.

The recommendations are divided into two groups. “Quick hits” are those ideas that we believe can be implemented in the near future (1-3 month time frame). Longer-term recommendations are those that will take more than 3 months to implement. The results are summarized in the chart below.

**Five major categories for improvements:**

* Training
* Communication
* Reduction of paper forms
* Workflow for approvals
* Standardization of process across campus

**AP/Procurement BPI Retreat Summary 8/21/2013**

**Accounts Payable WorkGroup Summary**

The accounts payable workgroup reviewed four major steps:

1.0 Invoice Received

2.0 Invoice Approved

3.0 Payment Processed

4.0 Payment Issued

Invoice Processing

1. Invoice Received
2. Invoice Approved
3. Payment Processed
4. Payment Issued

**AP/Procurement Recommendations**

**Quick Hits**

|  |  |  |
| --- | --- | --- |
| Recommendation | Notes | “Players” |
| Vendor EFT Sign-up | Develop form  Send with PO  Clear message to non-EFT vendors | * Accounts Payable * State * Procurement |
| AP Checklist/Consequences (Audit findings) | Distribute via Email/Memo | * VP Finance and Admin * Management Advisory * Provost * President |
| Communication Plan | MyUMBC; Email; Insights | * Management Advisory * Institutional Advancement * Senates * Departments |
| Refresher Training | Lunch & Learns  Identify training  COA; JE; Travel AP; | * Accounts Payable * Financial Accounting |
| Move address for invoice submission on PO | Improves speed of payment and delay rate. | * DoIT * Procurement |

**Long Term**

|  |  |  |
| --- | --- | --- |
| Recommendation | Notes | “Players” |
| Work flow for travel/Misc and Payment Request | In process | * DoIT * Accounts Payable * Financial Services |
| On-line forms | Eliminate paper forms  Create online approvals | * DoIT * Accounts Payable * Financial Services |
| Update Financial Services website | A/P – travel, Working Funds, Petty Cash etc. | * DoIT * Accounts Payable * Financial Services |
| Proper documentation with examples | To assist with the reduction of errors | * Accounts Payable * Financial Services |
| Master contracts (P.O) | Listing of contracts that the campus departments can utilize | * Procurement |
| Centralized policy bank | Include a date on all policies and procedures | * Accounts Payable * Financial Services * Procurement * Management Advisory |
| Intranet site | An internal network used to share information | * Departments |
| UMBC Travel cards (like P-card) | Each traveler has their own travel card | * Accounts Payable |
| Implement Shared Services centers |  | * SSC Implementation Team |

**Procurement WorkGroup Summary**

The procurement workgroup reviewed six major steps:

1.0 Need to Purchase

2.0 Budget/ Procurement Review

3.0 Order Processed

6.0 Encumbrance Liquidated

4.0 Encumbrance

5.0 Items Received

Procurement

1. Determining the need to purchase
2. Determining what we are buying and if we can buy it (budget review and procurement regulations)
3. Procuring and placing the order
4. Encumbrance entered in PeopleSoft upon completion of purchase requisition
5. Receiving the correct goods.
6. Encumbrance is liquidated in PeopleSoft.

**Procurement Recommendations**

**Quick Hits**

|  |  |  |
| --- | --- | --- |
| Recommendation | Notes | “Players” |
| Develop mentor lists | Mentors assist all end-users.  Develop documentation  & training. | * Procurement * Implementation Team |
| Develop quick reference guides. | Checklists  “How to” guides  List of Master contracts | * Procurement * Implementation Team |
| Require electronic documentation | Establish target date  Communicate & train | * Procurement * End-users |
| Develop acronym dictionary | Develop list  Post to myUMBC | * Implementation team * Procurement * myUMBC admin |

**Long Term**

|  |  |  |
| --- | --- | --- |
| Recommendation | Notes | “Players” |
| Improve training & resources (Documentation) | Who to contact for what.  Video guides | * Procurement * Trainers |
| Implement workflow | Eliminate paper  Enable electronic approval & tracking | * Procurement * DoIT |
| Enable document editing | Prevents errors | * Procurement * DoIT |
| Improve electronic communication between end-users, approvers, and procurement | Allow for rejection with additional documentation required.  Status notifications eliminates “black hole” | * Procurement * DoIT |
| Automate closing of POs and liquidating of encumbrances | Auto-close after full match after set time frame | * Procurement * DoIT * Accounts Payable |