

LEAN GAHANNA PROJECT STATUS REPORT

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| <p>PROJECT: ACCOUNTS PAYABLE PROCESS</p>   | <p>DEPARTMENT: FINANCE</p>   |
| <h3>PROBLEM STATEMENT</h3> <p>The City's Finance Department is responsible for the Accounts Payable process from the time a department submits the invoice for payment to cutting and mailing the check to the vendor. The AP process steps and instructions had been passed down from multiple former staff members. Many steps in the process appeared to be redundant or unnecessary in the current technological and staff environment.</p>  |   |
| <h3>STEPS TAKEN/TOOLS USED</h3> <ul style="list-style-type: none"><li>✓ Created project improvement team and created a project charter to define the issue, challenges, opportunities, and key stakeholders.</li><li>✓ Utilized techniques such as <b>process mapping</b>, <b>scoping</b>, the creation of an <b>impact/control matrix</b>, and <b>brainstorming</b> to define the current process.</li><li>✓ Created a <b>clean sheet redesign</b> for AP process and implemented several changes in workflow</li><li>✓ Tracked implementation through project follow-ups</li></ul> | <h3>ACCOMPLISHMENTS</h3> <ul style="list-style-type: none"><li>✓ The improved AP process had a 30% reduction in the number steps and decision points. Streamlining this process has reduced wait times for local businesses to receive payment for services rendered and has improved the internal workflow and reduced staff workloads.</li></ul> |