EXCELLENCE IN ACTION
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SAVING TIME, MONEY, AND TREES

OLENKA MYSHKO
CUSTOMER SERVICE COORDINATOR

THE CHALLENGE
As Customer Service Coordinator, one of Olenka’s day-to-day tasks is to receive invoices from customers, review the documentation, and forward the material to the Finance department for payment. The process involved photocopying every invoice received as a backup which meant a lot of time at the photocopier and a lot of paper eventually being recycled.

As an expert in her area, Olenka knew there had to be a better way.

THE OBJECTIVE
To streamline the invoice process while saving time, money and paper.

THE APPROACH
"Every morning, from our budget manager, I would receive a bunch of original invoices with signatures and information that is needed. Before working on it, I would go and photocopy it, send the original to Finance and work on the photocopy. After I finished my process, I would throw the photocopy away. So everyday I would have 200 or so pages in my recycle bin and for me that’s such a waste. So my idea was to remove that photocopying step and deal with originals and never see copy again.”

After speaking to senior staff both in Finance and Facilities Services, Olenka suggested to stop copying original invoices, because she knew they could be scanned and kept on the computer systems.

“This was a huge change to my process. Now, we don’t file copies anymore. We scan the invoices into our system, give the originals to Finance and keep a digital copy in our secure system.”

THE RESULT
As a result of removing photocopying from her process, Olenka saved herself a lot of time that she can now dedicate to other tasks. She estimates that she has saved well over 1,563 sheets of paper since the end of June and a total of 14.93 hours in time saved. Considering July is a relatively quiet month for invoices, Olenka estimates that the savings will grow rapidly as things pick up again in September.

Saving time, saving money, and saving the environment - Olenka Myshko is helping to driving Operational Excellence at Simon Fraser University. Well done!