EXCELLENCE IN ACTION
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TIME SAVING INITIATIVE GETS STAMP OF APPROVAL

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THE CHALLENGE
As a part of their daily task, office staff review and process on average over $100 million worth of invoices a year. Approximately 80% of those invoices are run through TMA and are thus paid through the WIP [work in progress] account to ensure the vendor is paid on time.

As part of the invoicing process, admin staff or project managers had to hand write the WIP account number on each of the invoices, a process that took a lot of time considering the total number of invoices processed on a daily basis. Additionally, there was confusion among some as to what numbers to include or where to include it resulting in mistakes and staff frustration.

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

THE OBJECTIVE
To simplify the invoicing process while ensuring Administration and Real Estate Services (ARES) staff have all the information they need through a standardized approach.

THE APPROACH
“All of us were really tired of having to sit there and write and write the same number over and over again” says Krystal Ness, Building Technologist. “Initially we just wanted a stamp for the WIP account to save us time and effort.” adopting best practices from the Finance Department’s Chart of Accounts, Krystal and the ARES staff designed a stamp that was more specific to the needs of the Facilities Services. “We took that concept of the Chart of Accounts and really made it our own.”

Krystal designed the stamp and consulted with the Budget Manager for review. After consulting stakeholders for feedback, the team submitted the stamp for order and implemented it shortly after.

THE RESULT
The stamp concept helped to organize invoices in keeping all the information centralized and standardized. Krystal says that now every invoice received centrally is stamped and organized in a standardized manner. “The WIP account stamp is definitely saving us a lot of time” says Krystal. “Especially with the invoices that come back from Louis, we’ll get like 30 all at once and they all pretty much have FM nubers on them so that now we can just flip through and stamp. Something that used to take 45 minutes to an hour can now be done in ten minutes.”

Improving processes, reducing chances for human error, and saving valuable time, Krystal Ness is helping drive Operational Excellence at Simon Fraser University. Well done!