

# Quality Improvement Storyboard

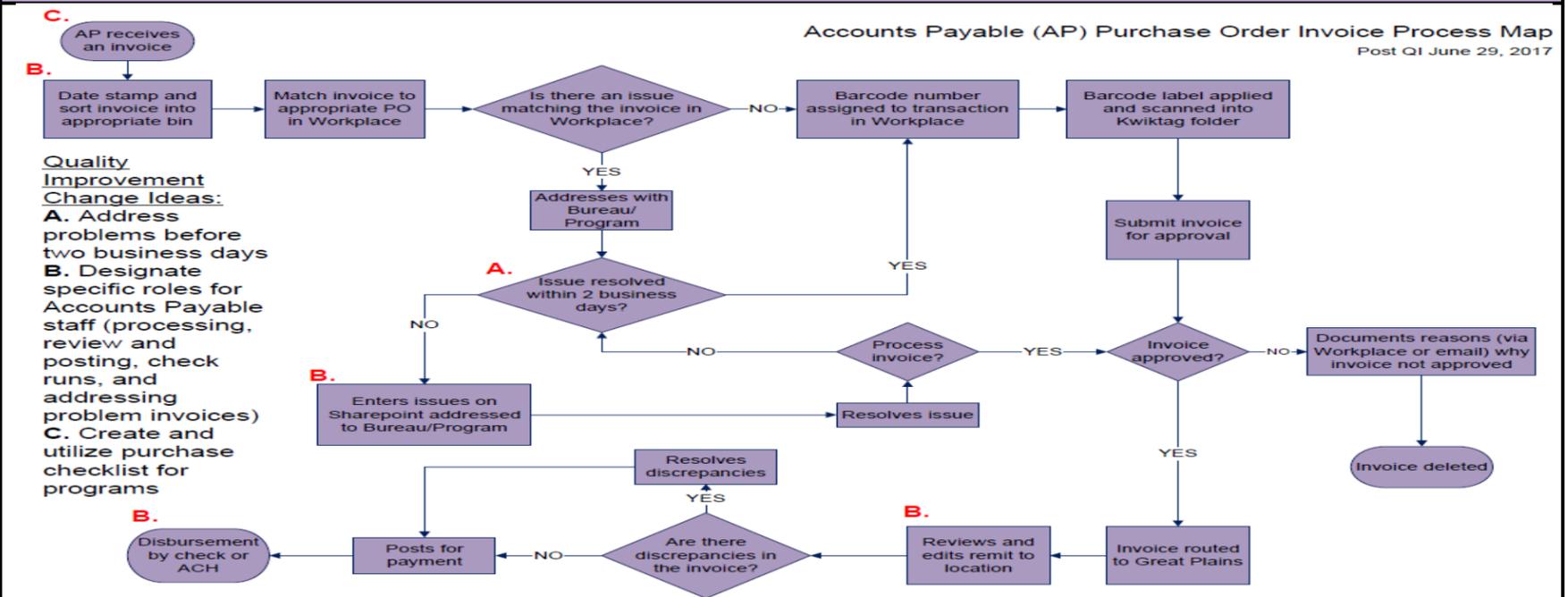


**Aim:** Increase the number of invoices posted within 30 days by 15% by April 30, 2017

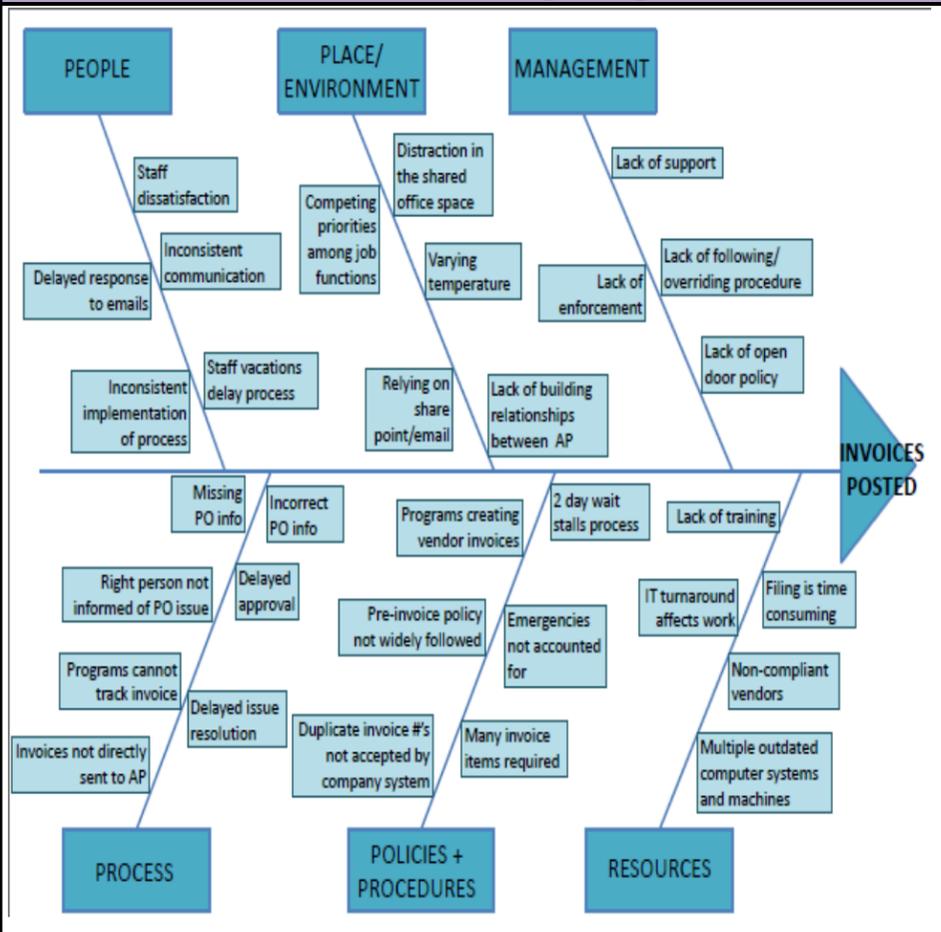


<b>Customer:</b>	BPHC vendors	<b>Start:</b>	11/8/2016	<b>Team Members</b>		
<b>Team Leader:</b>	Rebecca Bishop	<b>Team Leader:</b>	Osagie, Ann	Rebecca Bishop	Keoki Pender	Dashea Thornton
	Bishop	<b>Team Leader:</b>		Xhudita Luli	Gerry Stepherson	Roberta Washington

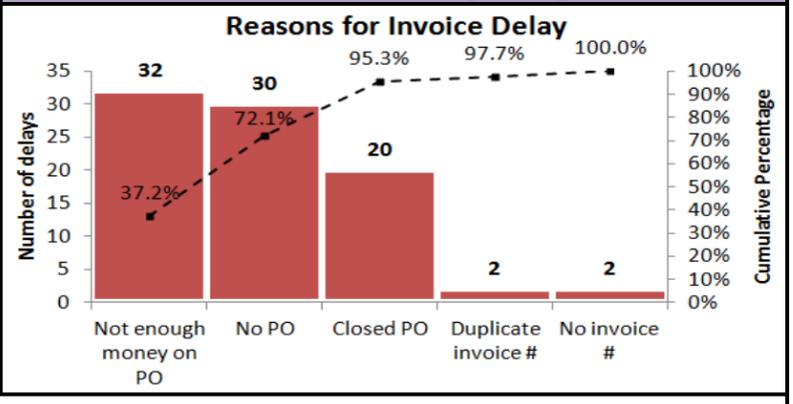
## Process [Plan]



## Root Causes [Plan]



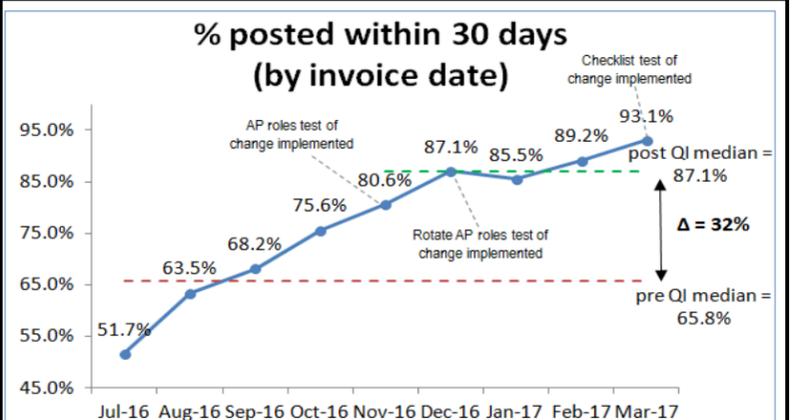
## Root Causes [Plan]



## Do

Action	Who	When
Assign specific AP	Xhudita	11/21/2016
Rotate AP roles	Xhudita	1/9/2017
Implement Purchasing checklist	Dashea, Rebecca	3/15/2017

## Run Chart [Study]



## Measure(s) [Do]

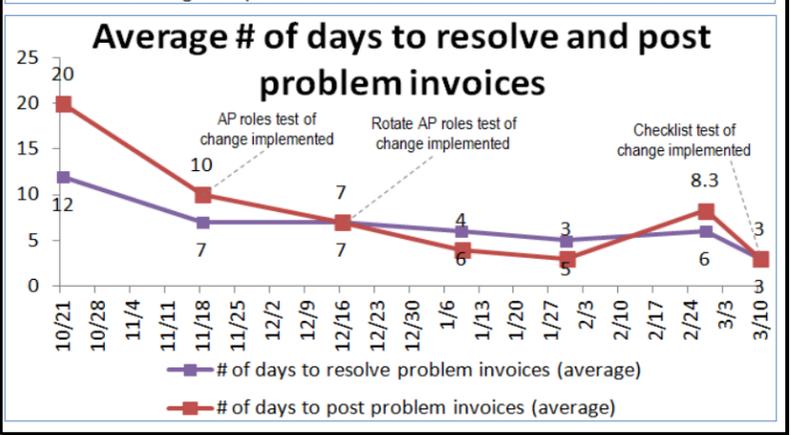
- 1 % invoices posted within 30 days (by invoice date)
- 2 average # of days to resolve problem invoices
- 3 average # of days to approve problem invoices

## Root Causes [Plan]

- 1 Issues of staff availability, communication, and motivation
- 2 Issues of staff priorities, satisfaction, and enforcement
- 3 Bottlenecks in the process flow involving the invoices and PO info
- 4 Poor understanding and awareness of AP policies and procedures
- 5 Issues of staff's access to training and information resources

## Act

Action	Who	When
Standardize rotations	Xhudita	5/1/2017
Implement Checklist	Xhudita	5/1/2017



## Lessons Learned

- 1 Assigning Staff roles greatly increased communication and effectiveness among team members
- 2 Both Program and AP staff felt the project increased their understanding of their roles and empathy with all parts of the process
- 3 We (AP) realize that if we look inward and improve, the whole system improves; instead of pointing fingers, we reviewed what we could do better.