Facilities Management - Financial Services  
2012 Assessment Report

Expected Outcome: Vendor Vouchers should be accurate
Vendor Vouchers for invoices should be completed with little to no errors. This will ensure that financial reporting and vendor payments are more accurate.

Assessment Method: Analysis of Vendor Voucher accuracy through audits
Vouchers must be initially reviewed and approved by a manager with signature authority. The manager must determine if the invoices have been vouchered accurately and then return for revision if otherwise.

Random audits were conducted on vouchered invoices completed during 2012. The audits were used to determine if the procedure above was followed and also to determine what type of errors were occurring. Specific areas of concern that were audited were:

- Vendor name
- Invoice amount
- Invoice number
- FOAP coding
- Purchase Order (PO)
- Invoice scan attachment
- Bid scan attachment
- Vendor statement scan attachment
- Remit-to address

Findings
For 2012 - 785 invoices were randomly audited. Of those 785 invoices, 745 (95% of random sampling) were accurate. 40 (5% of random sampling) contained errors. In the random sampling, 100% of the errors were caught by the approving manager and returned for revision to the initiator.

The types and number of errors found and corrected were:

- Incorrect vendor entered - 2 (5% of random sampling)
- Incorrect amount entered - 7 (18% of random sampling)
- Incorrect invoice number - 1 (3% of random sampling)
- Incorrect FOAP coding - 16 (40% of random sampling)
- PO number not listed or incorrect - 5 (13% of random sampling)
- Incorrect scan attachment - 1 (3% of random sampling)
- Bid scan not attached - 4 (10% of random sampling)
- Vendor statement not attached - 0 (0% of random sampling)
• Incorrect Remit-to address - 2 (5% of random sampling)
• Other Misc. - 2 (5% of random sampling)

Use of Findings for Improvement
The results of the audits were discussed with the vendor voucher creators and also the approving managers. This facilitated discussion on what are the most common types of errors and where to focus improvement efforts going forward.

Kronos Leave Slips - Expected Outcome:
Leave slips should be accurate and verified to be so when approved by the employee’s Kronos supervisor. This will ensure that the employee’s pay check and leave balance are correct.

Assessment Method: Analysis of Leave Slip accuracy through audits
Leave slips must be initially reviewed by the employee’s Kronos supervisor. The supervisor must determine if each leave slip has been filled out accurately before approving it.

Ongoing random audits were performed on Facilities leave slips in 2012. The audits were used to determine if the procedure above was followed and also to determine what type of errors were occurring. Some examples include: sick leave box not checked, no signature, and no sick leave description.

Findings
For 2012 - 1,493 leave slips were audited. Of those leave slips, 1,462 (98%) were found to be accurate, with only 2% containing an error.

Use of Findings for Improvement
The results of the audits were sent by email to each directorate. This facilitated discussion on what are the most common types of errors and where to focus improvement efforts going forward.