

A3 Report

Title: VOLT

Date started: 3/26/2018

Current Date: 7/20/2018

Your name: Cheyenne Sparacio & Abdi Awjama

Team: Cheyenne Sparacio & Abdi Awjama

Executive Sponsor: John Palermi

* The scope of our project is voucher creation in relation to the VOLT process. Denials are outside of scope.

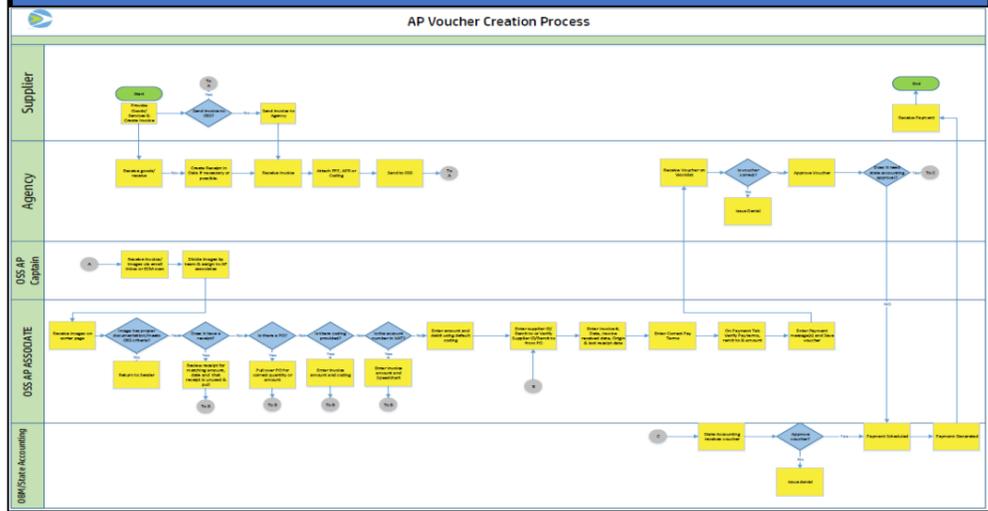


P1: Why Change is Needed

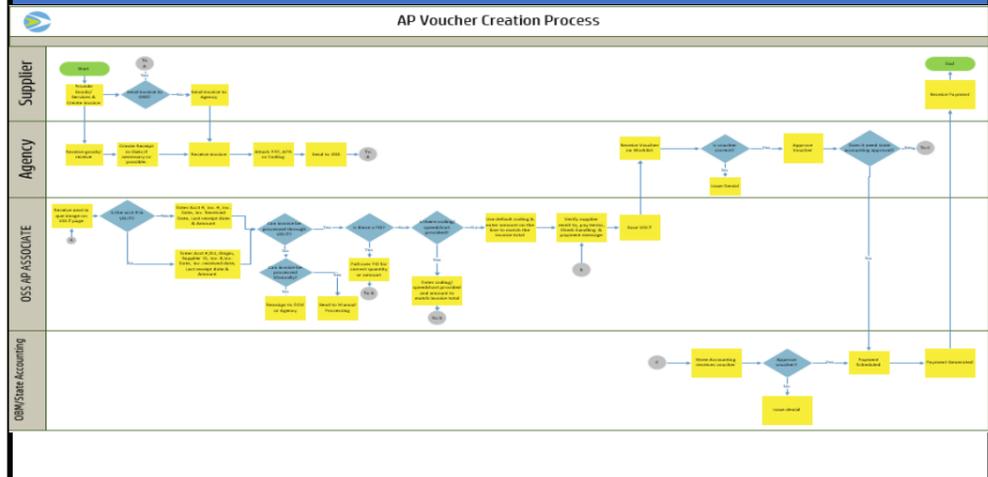
The current procedure of processing and paying an invoice is constantly changing. We are always trying to move toward automation and review Volt versus manual entry. Currently, we manually enter everything to process an invoice. There are a few issues with the current procedure. OSS is barred from processing any vouchers for a week while the system is shut down in July. Captains currently spend the majority of their time pulling new work and distributing it to associates with the manual entry system. Manually entering all the data leaves room for more errors.

Looking to alleviate some of these issues, we need a system that will pull information automatically. VOLT will distribute work to each associate on its own. The captains will no longer spend most of their day dividing and assigning work. VOLT will also pull over a large chunk of the information needed to process the invoice on its own. This process should show less errors in our entries. During the week that OSS would normally be unable to process anything VOLT will allow us to push through basic invoices that do not need any special processing.

P2: Current State

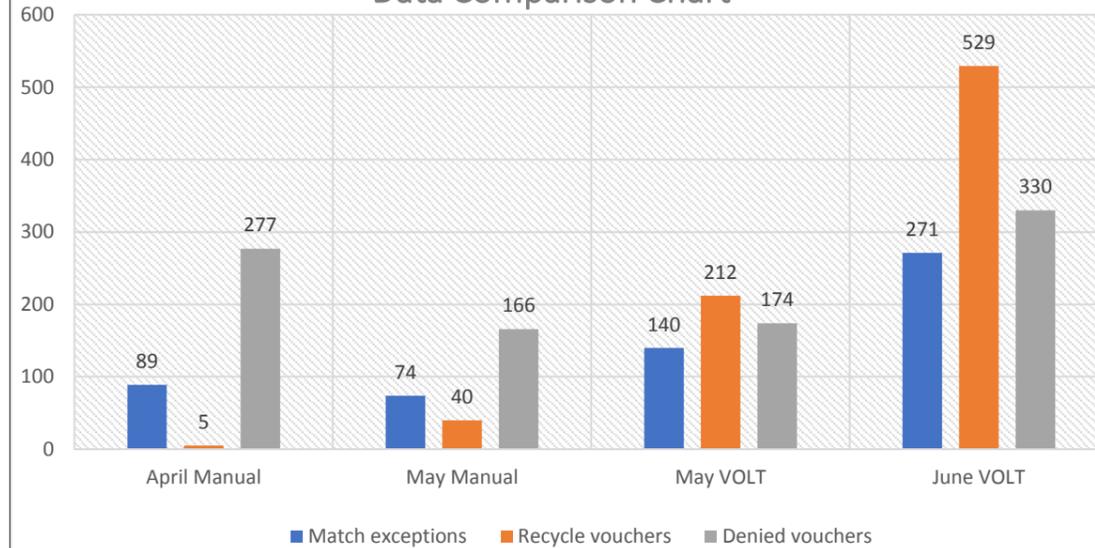


P3: Future State



P4: Analysis

Data Comparison Chart



P5: Potential Solutions

Problem: Increased recycle report items.

Possible solution: Associates have a second window open and search sorter page for invoice number to determine duplicate status.

Problem: Increased match exceptions.

Possible Solution: Voucher creation process runs twice a day rather than once in the evening.

Problem: Interface errors.

Possible Solution: Determine what is causing the errors and update processing instructions to avoid.

D6: Action Plan

Action item:	Assigned to:	Due Date
Current State Process Map	Cheyenne & Abdi	4/1/2018
Current Captain Time Study	Nicole & Shirley	5/21/2018
Match Exception/ Recycle Tracking	Cheyenne & Abdi	7/15/2018
% thru VOLT	Cheyenne & Abdi	7/15/2018
Future State Process Map	Cheyenne & Abdi	7/20/2018
Future Time study of voucher processing	Cheyenne & Abdi	7/31/2018
Pull Denied Voucher for Comparison	Service Management/ Cheyenne & Abdi	7/31/2018
Pull QA error for Comparison	Service Management/ Cheyenne & Abdi	7/31/2018
SIT	RACM	3/31/2018
UAT	AP	4/17/2018
Training	OSS staff	5/18/2018

C7: Check Results

	Current	Projected	Actual
# Process Steps	40	35	36
% through VOLT	0%	65-80%	92.10%
Captain Time	157 min	0 min	0 min
Voucher Creation Time	6 min	3 min	2.77 min

C7: Check Results

1. Volt eliminated captain duty of distributing work.
2. Volt eliminated unnecessary processing steps such as extra tabs and entering information twice, hence increased Production. Due to VOLT, we had zero backlog this year & we started the new fiscal year at 1.4 day turnaround service level, a huge win for the VOLT project.
3. VOLT implementation alleviated duplicate payment Problem because potential duplicate payments are now caught in the recycle process
4. The voucher creation time decreased due to the efficiency and elimination of redundant procedures in VOLT.
5. The percentage of vouchers created through VOLT exceeded the expectation of 65-80%. The current percentage of vouchers created through VOLT averages 92%.

A8: Follow-up Action

1. Increase the number of times batching/matching occurs per day. Currently it runs once after 5pm. Recommend that it runs midday as well to correct morning voucher issues. Match/Recycle items increased due to batching once a day.
2. Streamline the back end of the VOLT process. Now that it is in production changes can be implemented to reduce errors and enhance efficiency.
3. Follow up on data comparison after 6 months of VOLT processing. Continue to monitor the increase in denials due to initial technical issues.
4. Monitor to ensure vouchering errors are reduced.
5. Monitor to ensure individual daily productivity is increasing & to see how Volt impacted production metrics.
6. Potentially initiate a mini Kaizen event to identify the root cause of interface errors (mentioned in P5) and resolve them.
7. Do a follow up Volt Processing time Study. the sample time study done was not substantial enough. It was based on small sample with a short time study.