

Green Belt Lean Six Sigma Project Report Out
Jeannetta Hathorn
Ohio Shared Services
10/26/2017



REDUCING REMIT TO ADDRESS DENIALS & IMPROVE QA ERRORS

TEAM DEUCES



Ohio Shared Services

- *Jeannetta Hathorn*
- Project Sponsor
- Team Member
- Process Owner
- SME

Ohio Shared Services

- *Shannon Stallings*
- Team Member
- Process Owner
- SME

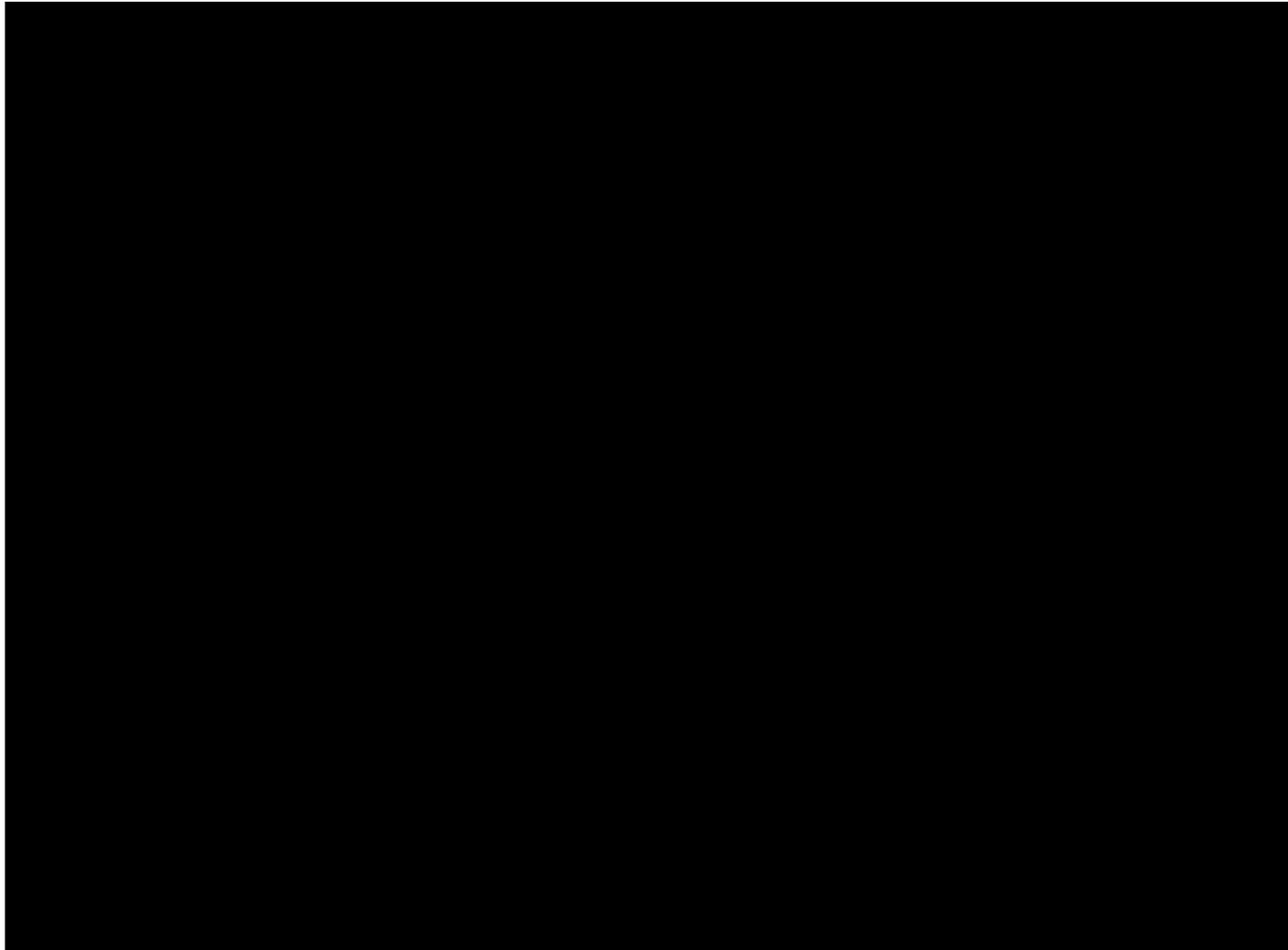
BACKGROUND/SCOPE

- **Problem:** The remit to addresses are entered incorrectly on vouchers. Warrants are sent to the wrong address and payments to suppliers are delayed, denials have to be corrected for the wrong address, and it effects associate's production and quality of work. October 2016 – March 2017 4% of vouchers were denied for the remit to address. (That's a little over 28 hours of manpower.)
- **Scope:** Reduce denials & QA errors for remit to addresses on vouchers.

First Step: Invoices are received via fax, email, or snail mail.

Last Step: Warrant is mailed or directly deposited.

WHERE'S MY 2 DOLLARS?!



PROJECT GOALS

Project Benefits: Money and time will be saved when payments are going to the correct remit to address. The state could remit \$80,000 bi-annually to the correct address the first time. This would lead to the state saving over 28 hours of manpower. These are lost hours due to correcting denials which may be used to process more vouchers.

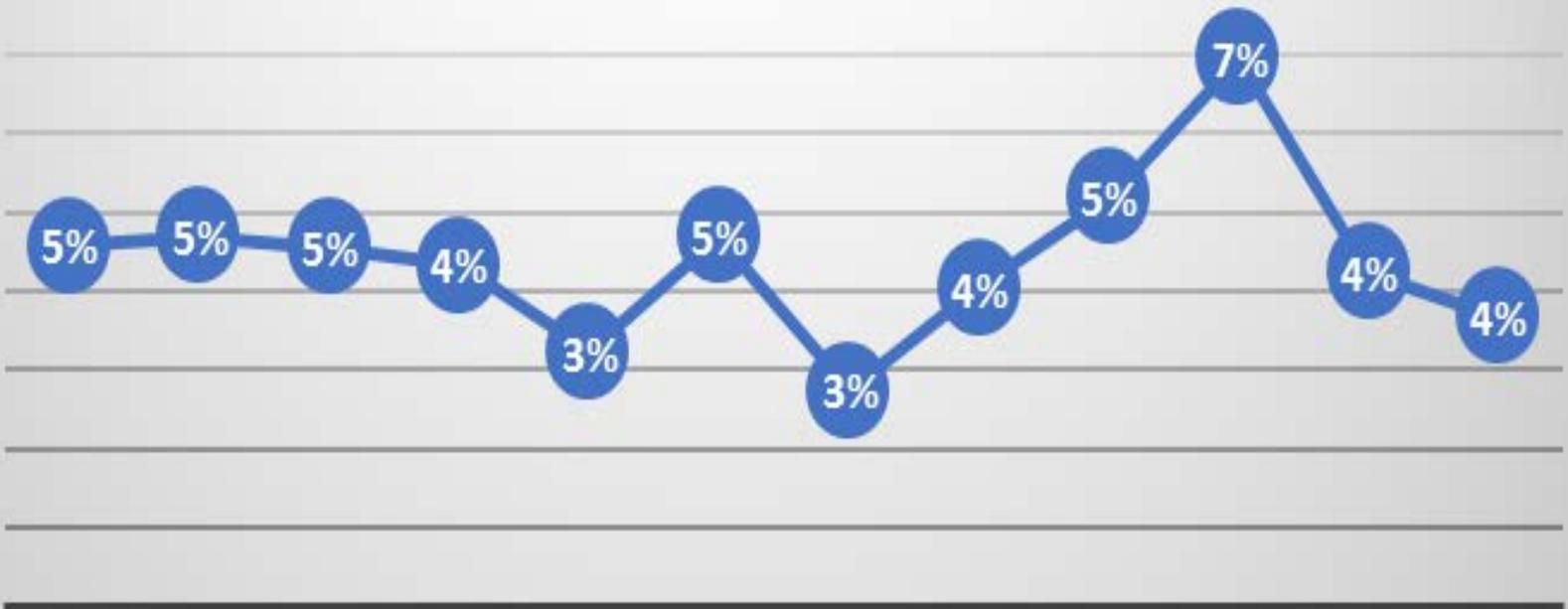
Goal Statement: External customers will receive their payments timely, and internal customers will reduce time spent researching and correcting addresses.

BASELINE & COMPARISON DATA

	October 2016	November 2016	December 2016	January 2017	February 2017	March 2017	Total
Remit to Denials	78	24	68	50	38	81	339
Total Denied	1702	511	1490	1155	1178	1725	7761
% of Remit to Denials	5%	5%	5%	4%	3%	5%	4%
Remit to QA Errors	11	9	13	5	16	13	67
Total Errors	78	60	85	69	76	131	499
% of Remit to Errors	14%	15%	15%	7%	21%	10%	13%

	April 2017	May 2017	June 2017	July 2017	August 2017	September 2017	Total
Remit to Denials	32	57	64	117	69	52	391
Total Denied	1169	1411	1233	1681	1624	1416	8534
% of Remit to Denials	3%	4%	5%	7%	4%	4%	5%
Remit to QA Errors	4	7	9	9	10	6	45
Total Errors	72	67	84	65	56	50	394
% of Remit to Errors	6%	10%	11%	14%	18%	12%	11%

% of Remit to Denials



OCTOBER 2016
NOVEMBER 2016
DECEMBER 2016
JANUARY 2017
FEBRUARY 2017
MARCH 2017
APRIL 2017
MAY 2017
JUNE 2017
JULY 2017
AUGUST 2017
SEPTEMBER 2017

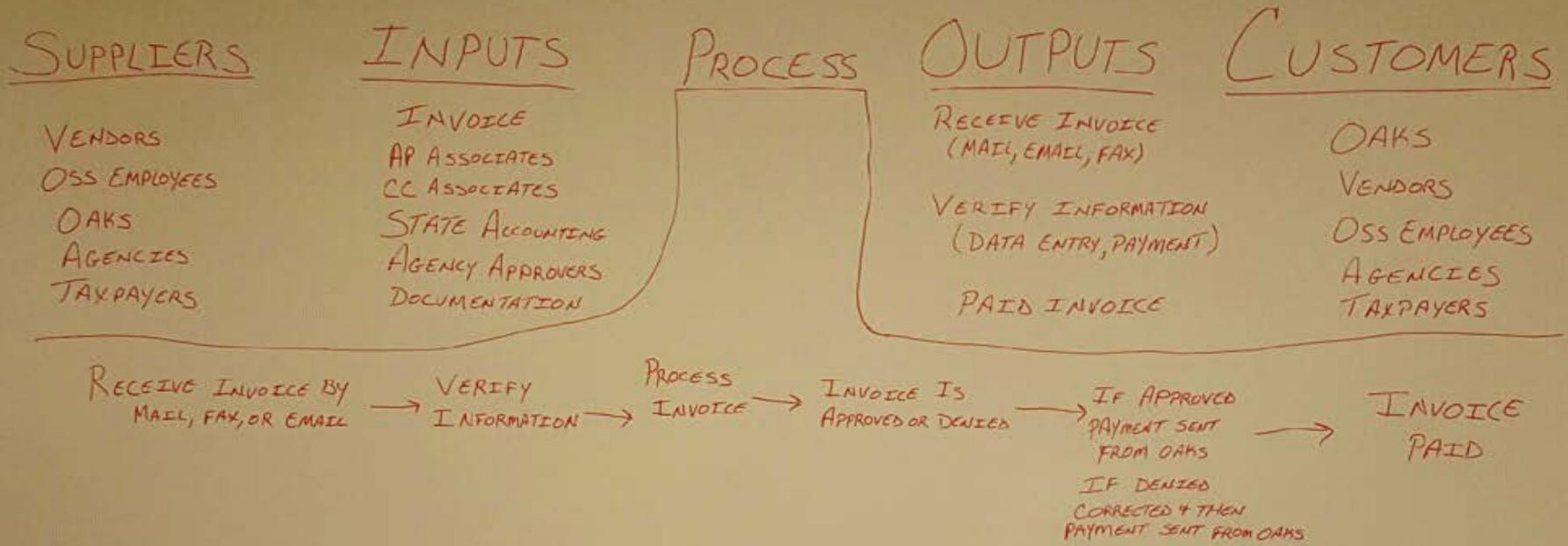
% of Remit to Errors



DATA COLLECTION PLAN

- AP Associates
- Enterprise Content Management
- Service Management
- SharePoint
- Supplier Operations
- Time Study

SIPOC



OTHER RESOURCES

- **Brainstorming:** Sharing ideas, providing input, and being creative.
- **Standardization:** Training, processing invoices, utilizing resources (i.e. The Source), and communication.

IMPROVEMENT SUMMARY

Current Key Issues

AP processors are entering the incorrect remit to address on vouchers

Warrants are being sent to incorrect locations for suppliers

Suppliers are not receiving payments timely

How We Improved

QA errors were reduced by 2% for April – September 2017

Better communication & training was provided during AP meetings on certain invoices with remit to issues

AP associates are reviewing their vouchers for efficiency & accuracy

IMPLEMENTATION PLAN

Action Item	Due Date
Send requests for data	7/17/17
Gather information/data for analysis	7/21/17 (Info received 7/18/17 – 7/19/17)
Gather additional information/data for analysis	Currently as needed
Job shadow ECM	7/21/17 (Completed 7/20/17)
Job shadow the process of warrant returns	7/21/17 (Did not complete)
Job shadow the process of warrant returns	8/8/17
Analysis from April – June 2017	7/31/17
Analysis from July 2017	8/2/17 (Did not complete)
Analysis from July 2017	8/30/17
Meet with AP coaches	8/3/17
Present info & findings at AP stand-up	8/9/17 (Did not complete due to meeting cancellation)
Prepare for GB report out	8/31/17 – 9/14/17
Analysis from August 2017	9/12/17
GB report out slides completed	9/12/17
Present to OSS /State Accounting Leadership	9/15/17 (Did not complete due to meeting cancellation)
Submit slides to Betsy	9/30/17
Projected GB report out	September 2017 (Tentative)
Analysis from September 2017	10/13/17 (Did not occur)
Present to OSS /State Accounting Leadership	10/23/17
GB report out	10/26/17
Actual completion of GB project	October 2017 (Tentative)
Actual completion of GB project	03/31/2018

SPECIAL THANKS TO...

LeanOhio: *The Lean Team*

Lean Liaison: *Betsy Bayshore*

Project Sponsor: *Sherri Lowe*

Senior Leadership: *John Palermini and Doug Chaney*

Mentor: *Racquel Graham*

Process Owner: *Brent Wentzel*

Subject Matter Expert(s): *Shannon Stallings and Valentine Nnachetam*

Customer(s): *Ms. Tina Ferguson, ECM, Service Management, Supplier Operations, and Brandi Crowley*

Team Leader: *Yours Truly 😊*

QUESTIONS/COMMENTS

