

Support Service: Corporate Finance DivisionReport Date: 16th November 2005

All feedback on the KPIs contained within this report will be warmly welcomed. Please forward this feedback to Nicole Tournier, SLA Coordinator, Corporate Finance Division and to the Quality Adviser (SLAs), Centre for Higher Education Quality.

| Service: Provide Internal Accounting and Financial Resource Management Services | | | | | |
|---|--|---------------------------------------|------------------------------|--------------------------|---|
| Service description: Provide, maintain and enhance the financial accounting infrastructure, related policies and procedures for the efficient processing and reporting of finances. Specific components include financial accounting, corporate receivables, asset management, grant & donation management, accounting and taxation compliance. This service also includes systems support/development, advisory and communications services, technical accounting and taxation advice to senior management of the University. | | | | | |
| KPI | Result | Date reported/ date to be reported | Period covered by statistics | Frequency to be reported | Measured by |
| 90% of users report that they are satisfied overall or better with the services provided. | 88% of survey respondents reported that they were satisfied or better with the services provided by Corporate Finance. | July 2005 | April 2004 – April 2005 | Annually | Customer satisfaction survey to key faculty staff identified by use, conducted annually |
| General Ledger for previous month closed in SAP by COB on the fourth working day of the next month. Note: The months of December and June are excluded due to Financial year-end and mid year close –off requirements. | October GL closed 4 November. Closed within 4 working days. November GL closed 7 December. December GL closed 9am, 7 February due to year end processing. | January 2006 | October – December 2005 | Quarterly | Recording of time and date the General Ledger is closed in SAP each month. |

| Service: Process supplier invoices and claim forms | | | | | |
|---|--|---------------------------------------|------------------------------|--------------------------|---|
| Service description: Process relevant supplier invoices and claim forms in a timely manner in accordance with University policy and procedures | | | | | |
| KPI | Result | Date reported/ date to be reported | Period covered by statistics | Frequency to be reported | Measured by |
| 95% of claim forms processed within 10 working days of receipt of claim and all required supporting documentation. | 99.23% (6,034 claims) processed within 10 working days. Total of 6,081 claim forms processed during this quarter. | January 2006 | October – December 2005 | Quarterly | System generated report measuring process date against receipt date. |
| 95% of MasterCard applications processed and forwarded to Westpac within 5 working days of receipt | 100% of completed Mastercard applications processed and forwarded to Westpac within 5 working days. | January 2006 | October – December 2005 | Quarterly | Physical sampling of application documentation comparing receipt stamp dates with the date forwarded to Westpac |

| Service: Provide financing and investing services | | | | | |
|--|---|---------------------------------------|------------------------------|--------------------------|---|
| Service description: Investment of funds for Faculty Foundations in accordance with the requirements of the governing Boards and trust deeds, manage authorised special interest funds on behalf of Faculties/Departments, obtain loans and manage them through competitive processes for items that satisfy capital project/budget requirements and foreign exchange management. | | | | | |
| KPI | Result | Date reported/ date to be reported | Period covered by statistics | Frequency to be reported | Measured by |
| 100% of investment reports (for investments held in excess of \$250,000) are provided to the Faculties on a quarterly basis. | All investment reports distributed week commencing 6 February for quarter ending 31 December. | January 2006 | October – December 2005 | Quarterly | Reports provided to the Faculties within 6 weeks after the end of each quarter. |