

**Support Service:** Corporate Finance DivisionReport Date: 5<sup>th</sup> October 2004

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

Service: Provide Internal Accounting and Financial Resource Management Services					
<b>Service description:</b> 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
<b>KPI:</b> 90% of users report that they are satisfied overall, or better with the services provided.	TBA	January 2005*	November 2003 – November 2004	Annually	Customer satisfaction survey to key faculty staff identified by use, conducted annually

\* Original reporting date was October 2004, however the nominated person to administer the survey was on maternity leave. Rather than take staff other staff away from the core business activities, the survey has been postponed until the staff member has returned from leave.

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.	99.4% (5948) processed within 10 working days  Total of 5984 claim forms processed during this quarter.	October 2004	July 2004 – September 2004	Quarterly	System generated report measuring process date against receipt date.
97% of Vendors paid in accordance with Monash University payment terms or agreed payment terms upon departments entering invoices within correct timeframe.	<i>KPI needs to be redefined as the data which is extracted combines invoices processed by both Corporate Finance and Faculties</i>	October 2004	July 2004 – September 2004	Quarterly	System generated report measuring payment date compared to SAP invoice date plus payment term
95% of MasterCard applications processed and forwarded to Westpac within 5 working days of receipt	Random sampling of MasterCard applications has identified all applications have been forwarded within 5 days of receipt of the application.	October 2004	July 2004 – September 2004	Quarterly	Physical sampling of application documentation comparing receipt stamp dates with the date forwarded to Westpac

Service: Provide financing and investing services					
<b>Service description:</b> 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
<b>KPI:</b> 100% of investment reports (for investments held in excess of \$250,000) are provided to the Faculties on a quarterly basis.	Investment Reports distributed 30 <sup>th</sup> July, 2004 for quarter ending 30 <sup>th</sup> June, 2004	October 2004	April 2004 - June 2004	Quarterly	Reports provided to the Faculties within 6 weeks after the end of each quarter.