

Support Service: Corporate Finance DivisionReport Date: 14th January 2005

All feedback on the KPIs contained within this report will be warmly welcomed. Please forward this feedback to Lisa Steny, 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. | TBA | 12 th April 2005* | February 2004 – February 2005 | Annually | Customer satisfaction survey to key faculty staff identified by use, conducted annually |
| New KPI to commence February 2005 General Ledger for previous month closed in SAP by COB on the fourth working day of the next month. | TBA | 12 th April 2005** | February 2005 – April 2005 | Quarterly | Recording of time and date the General Ledger is closed in SAP each month. |

* 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.

** New KPI to commence 2005

| 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. | 99.78% (7699) processed within 10 working days. Total of 7716 claim forms processed during this quarter. | January 2005 | October – December 2004 | 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 the applications sampled were processed within 5 working days. Random sampling was one in three applications. | January 2005 | 1 st October – 31 st December 2004 | 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 |
| KPI: 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 by 27 th October, 2004 for quarter ending 30 th September 2004 | January 2005 | July - September 2004 | Quarterly | Reports provided to the Faculties within 6 weeks after the end of each quarter. |