

Support Service: Corporate Finance and Treasury & Corporate Receivables Divisions

Report Date: November 2009

All feedback on the KPIs contained within this report will be warmly welcomed. Please forward this feedback to Nicole Tournier, SLA Coordinator, Corporate Finance and Treasury & Corporate Receivables Divisions 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.	88.17% of respondents were "satisfied with the quality of services, systems and advice provided by the Corporate Finance and Treasury & Corporate Receivables Division	December 2008	May 2005 – September 2008	Bi-annual	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.	July GL closed Thursday 6 August. Four working days. August GL closed Tuesday 6 October. Four working days. September GL closed Thursday 5 October. Four working days.	September 2009	July – September 2009	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.	99.61% (5,830 claims) processed within 10 working days. Total of 5,853 claim forms processed during this quarter.	September 2009	2009	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.	September 2009	April – June 2009	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 were distributed on 3 November 2009 for quarter ending 30 September 2009.	September 2009	July-September 2009	Quarterly	Reports provided to the Faculties within 6 weeks of the end of each quarter.