



Financial Services Newsletter



Issue 7

March 2019

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Dates for the Diary

- Financial Services Open Day
Monday 8th April
2019 10.30am – 2.00pm
- CSE Assessment
May 2019 for
Financial Services

PIG News

Welcome to our PIG special edition of the Financial Services Newsletter. Following on from last year's CSE activities, Financial Services have introduced our Process Improvement Groups (PIGs). The idea is to look at customer feedback on our processes and procedures and bring improvements to the customer experience, whilst improving the effectiveness of the service and exploring what efficiencies may be gained from these process improvements.

Report on the progress of the PIG Initiative in Financial Services

The Financial Services CSE Steering Group acts as the driver for Process Improvement Groups, which are set up as short-term task and finish groups. The make-up of the group includes staff from within the service and from the customers using the service. Potentially anyone could be recruited onto a PIG, as increasingly the delivery of services across the University is a team effort spanning many disciplines. The Steering Group also acknowledges that the customers' experience is paramount to the success of the PIG.

So far nine improvement groups have been established as a result of customer feedback. These are :-

1. International payments to overseas agents
2. Corporate travel and expense cards
3. Forms used for payment procedures
4. Improving Financial Services' communications across the University
5. Sales invoice procedures
6. Procurement cycle for periodicals both electronic and print

7. Local Equipment Tracker (LET)
8. Consistency in external reporting across the University
9. Upload detail payroll for staff monitoring & budgeting purposes into Agresso

The operating blueprint for any PIG follows this format :-

- List the members of the group
- Background to the need for the process improvement
- Action plan to achieve the objectives
- Group's objectives
- Timescales
- Improvements and benefits accruing

Each group's progress is monitored by our CSE Steering Group, and a report will be produced at the conclusion of each process improvement. The final reports will include, where possible, any direct or indirect monetary savings. The Steering Group will also task the PIG to assess any customer feedback regarding the improvements on an ongoing basis.

Part of our CSE mantra is continuous improvement, and the PIGs will act as a KPI to monitor Financial Services progress.

And for those of you who think accountants are dull.....

MOTHER PIG asked 'What did you learn in school today?' FIRST PIGLET went 'Oink! Oink!' SECOND PIGLET went 'Oink! Oink!' THIRD PIGLET went 'Woof! Woof!'

MOTHER PIG shouted 'What?' THIRD PIGLET replied 'I'm taking a foreign language'.

JOIN US

FINANCIAL SERVICES OPEN DAY

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JOIN US FOR FUN, GAMES, NETWORKING AND MUCH MORE .

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YOUR CHANCE TO HAVE YOUR SAY AND SEE WHAT'S NEW IN THE DEPARTMENT.

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ASK US ABOUT OUR PIGS AND HOW THEY CAN HELP YOU.

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10.30AM - 2.00 PM
MONDAY
APRIL 8TH
OA4/02

REGISTRATION OPEN
NOW, BOOK VIA THE
ONLINE STORE