

# LEAN PROJECT CHARTER

<b>Project Title:</b> Fee Billing and Revenue Tracking Processes		
<b>Project sponsor</b> Erik Fairchild	<b>Project lead</b> Carla Clarey	<b>Event facilitator</b> Diane Schenk/Laurie Dumar
<b>Part 1 - Vision, Measures, &amp; Deliverables</b>		
<b>Vision</b>		<b>Performance Measures</b>
A process for billing fees and tracking revenue that is consistent, standard and predictable for all Ecology programs and their customers.		<ul style="list-style-type: none"> <li>• Number of distinct processes for uploading billing data to IT</li> <li>• Number of invoice formats used</li> <li>• Number of revenue tracking processes i.e. spreadsheets, systems, formats</li> <li>• Total numbers of ITSO hours spent supporting fee billing and revenue tracking</li> </ul> <p>Note: We will develop more measures in the event</p>
<b>Deliverables</b>		
<ul style="list-style-type: none"> <li>• Current State value stream map</li> <li>• Future State value stream map</li> <li>• Implementation plan</li> <li>• List of needs and wants for a future IT system</li> </ul>		
<b>Part 2 – SIPOC (Supplier, Input, Process, Output, Customers)</b>		
For guidance on who is your customer and completing this section: <a href="http://partnerweb/sites/GR/lean/Shared%20Documents/WhoIsYourCustomer.pdf">http://partnerweb/sites/GR/lean/Shared%20Documents/WhoIsYourCustomer.pdf</a>		
<b>Supplier</b>	WHO provides the Input to start the process? The Program/Office staff in charge of billing	
<b>Input</b>	WHAT comes “in” from the supplier to start the value stream - what triggers the process to begin? The information needed to create a bill or receive a payment.	
<b>Process</b>	WHAT is the process? <ul style="list-style-type: none"> <li>• Create and send the invoice</li> <li>• Receive a payment and process receipts</li> <li>• Track payments and balances</li> <li>• Manage delinquencies and collections</li> <li>• Generate reports</li> <li>• Adjust invoices and manage refunds</li> </ul>	
<b>Output</b>	WHAT gets delivered “out” of the process to the Customer in the last step of the process noted above?	

	The determination by the program/office that no further action is needed.		
<b>Customer</b>	WHO receives the Output from the value stream? The program/office staff in charge of billing		
<b>Part 3 – Event/Project scope</b>			
<b>In Scope:</b>			
<ul style="list-style-type: none"> <li>• Fee revenue, not including receivables.</li> <li>• Documenting the processes used from the point that the Application has been received <b>or</b> the information is ready to input into a system to create the invoice.</li> </ul>			
<b>Out of scope:</b>			
<ul style="list-style-type: none"> <li>• Fees for Penalties, Spills, contracts/grants, loans – (Receivables)</li> <li>• How the fee amount is determined</li> <li>• Determination of who receives a bill</li> <li>• Fees collected by external entities where no internal tracking occurs</li> <li>• Program communication to fee payers once the fee has been initiated</li> </ul>			
<b>Part 4 – The Problems</b>			
<ul style="list-style-type: none"> <li>• Current process labor intensive for ITSO and some programs</li> <li>• Current processes not adequately documented</li> <li>• Lack of standardized information to the programs about their payments.</li> <li>• Duplicate information stored in isolated systems.</li> <li>• Inability to summarize fee data across programs.</li> <li>• Payments physically received by the program</li> </ul>			
<b>Part 5 - Event Information</b>			
<b>Three Day Event:</b>		<b>Event Report Out:</b>	
<b>Date:</b> February 18, 19, 20, 2014		<b>Date:</b> February 21, 2014	
<b>Time:</b> 8:30 a.m. - 5:00 p.m.		<b>Time:</b> 10:00 a.m. – 11:00 a.m.	
<b>Location:</b> Training room 2S-20		<b>Location:</b> Auditorium	
<b>Event Team Members</b>			
<b>Name</b>	<b>Role or Function</b>	<b>Name</b>	<b>Role or Function</b>
Carla Clarey	Project Lead	Beth McKee	SME- Fiscal
Linda Anderson	SME - Admin	John Ridgway	SME-HWTR
Bev Poston	SME - WQ	Vanessa O’Daniel	SME-HWTR
Shirley Rollins	SME -WQ	Crystal Rau	SME-AQ ERO
Poppy Carre	SME – WQ	Randall Ruddick	SME-AQ ERO
Ella Rae	SME - EAP	Paul Rossow	SME-AQ ERO
Mary Lynum	SME- WR	Kevin Barbee	IT
Christine Haun	SME-W2R	James Webster	IT

SME = Subject matter expert