

A&F Service Excellence Action Plan for Budget & Financial Analysis

Service Dimension	Action Step	Timeframe
Process Improvement	BFA is implementing a program of Continuous Process Improvement Projects to stabilize processes, implement new standards and create added value for our customers. Some examples are: improve Tuition & Fees Forecasting, streamline Funding Request Workflow and approval process, standardize Utility Billing and Cost Allocation to campus buildings, and develop a Plant Fund Forecasting Database.	This will be an ongoing program, with regular benchmarking to measure implementation success.