# Title: *Getting Expense Reports filed on time*

Problem:

Staff are required to submit expense reports in a timely manner to assure that expenses are properly tallied in the P&L. Actual submissions were running about 66% on time. Given the number of errors in the expense reports, Accounts Payable spent hours each month reassigning expenses to the correct account.

Analysis:

A review of expense reports showed that there was no relationship between various demographics and late reports or errors in reports. A spaghetti diagram showing where filers retrieved expense reporting information revealed the issue: too many different sources for information prompted individuals to give up on filing correctly resulting in rework loops.
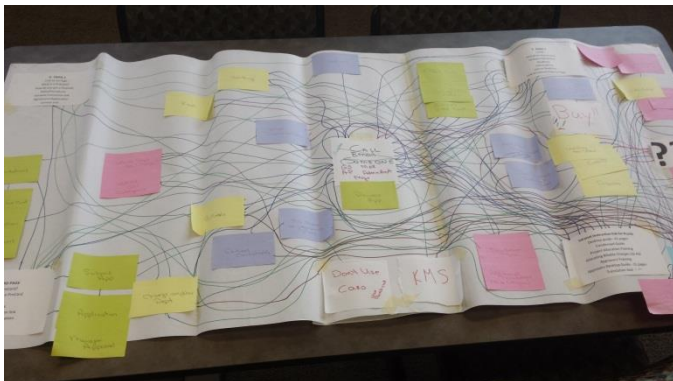
Countermeasure:

Communications with new filers and filers with faulty expense reports were upgraded. The team created an FAQ section on the company intranet site for expense reports where all information could be found.
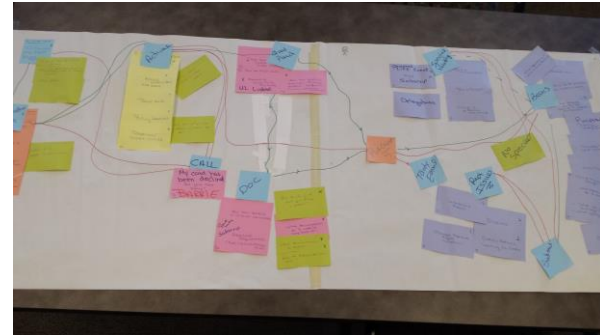
Results:

On time expense report filing increased to 81%. Nearly $1.5 million in expenses no longer required reposting to the correct account after month-end close.

Cumulative Failure Plot for TAT
Lognormal - 95% CI
Censoring Column in CENSOR_1 - LSXY Estimates

Next Target