**1. Work efficiently and effectively on a project as part of a team.**

**2. Contribute to the strategy of a team in achieving project goals.**

**3. Explain the business strategy of an employer and how a team's work relates to it.**

**4. Work autonomously on specified tasks relating to a project.**

My team is responsible for performing a VAT audit on Employee Expense Reports. The team consists of 50 full time employees and 20 temporary employees. Each year we review over 700,000 Expense Reports and over 5.5 million invoices for some of the biggest companies in the world. Of these Expense Reports only 41% and 11% of the invoices contain any VAT.

The process as it stood involved each auditor reviewing the Expense Report and where there was VAT, they would capture all relevant information required to recover VAT from the various governments in Europe.

I was tasked with reviewing our main audit process with the aim of simplifying the process and reducing the cost of performing the audit. I needed to change the process as we did not want permanent team members and temporary team members performing the same functions as this could potentially lead to labour relation issues.

I first reviewed the entire process and identified the individual elements in the process. I mapped out a potential process and reviewed with my team leaders and took on board their suggestions. After this I met with my Director and IT managers to ascertain if the new process would be achievable.

The new process would essentially break the process into two separate processes; the first would require temporary team members to review all Expense Reports and capture images of the Expense Reports and invoices where there was deductible VAT.

Once the Expense Report data had been received from the clients Expense Management System and the image captured for the Expense Report, then it will move onto the next stage of the process where the permanent team members will be allocated the Expense Report to data capture all relevant VAT information.

I worked closely with the IT department to develop a prototype application to image capture the Expense Reports and invoices at this stage in the project it was only necessary to have a screen that would replicate the actions of the process. I developed some matrices to capture the timings, Expense Reports scanned, invoices reviewed and invoices scanned- as this was the most important factor in moving forward with the project or not.

I also put together a team to complete the tests, it was important that the team was carefully representational of the different levels of auditors so as not to skew the end results. I selected team members based on time with company, their general productivity output and their accuracy as these were all matrices that were already recorded.