Post-Implementation KPI & Monitoring Framework

Operational Control & Performance Dashboard

Sustainable transformation requires structured monitoring.

The following KPIs should be reviewed monthly by Finance Leadership and Risk Oversight:

Efficiency Metrics

- Average Processing Time per Invoice
- Automation Rate (% fully automated)
- Exception Handling Time
- Cost per Invoice

Control & Risk Metrics

- Override Frequency
- High-Value Invoice Escalation Rate
- Duplicate Detection Incidents
- Segregation Breach Flags
- Fraud Alerts

Governance Metrics

- Approval SLA Compliance
- Audit Log Completeness
- Rule Calibration Adjustments
- System Downtime Incidents

Financial Metrics

- Total Annual Operating Cost
- Rework Cost Trend
- Early-Payment Discount Capture
- Working Capital Impact

Governance Reporting Structure

Monthly:
Operational dashboard review

Quarterly:
Risk review and threshold recalibration

Annually:
Internal audit validation and control assessment