

Finance Team KPI Project

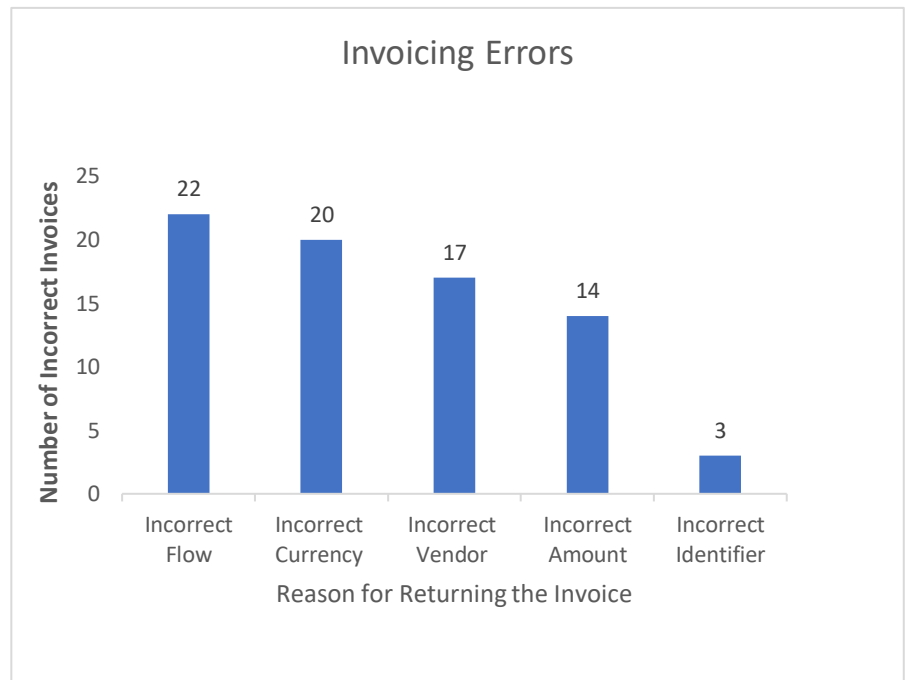
DB Schenker, London 2018-2020

During 2018-2020 I was part of the KPI report creation project in DB Schenker.

1. The Finance Administrators team was receiving complaints from branches as a large number of invoices were being coded incorrectly.
2. It was my task to discover where and why the Finance Administrators made mistakes, or whether this was a system error.
3. Based on the KPI report I developed a KPI dashboard, which was used to identify errors made by the Finance Administrators and discovered gaps in their training on how to use our Basware invoicing system. An example similar to the actual KPI dashboard is shown on the next page.
4. I then arranged weekly meetings and compiled helpful material to train the Finance Administrators.
5. These actions resulted in an increase of the team's invoice coding accuracy by about 10%.

KPI Dashboard Example

Reason for Returning the Invoice	Number of Incorrect Invoices
Incorrect Flow	22
Incorrect Currency	20
Incorrect Vendor	17
Incorrect Amount	14
Incorrect Identifier	3
Grand Total	76



Supplier Name	Number of Incorrect Invoices
Company 01	11
Company 06	10
Company 11	8
Company 15	5
Company 10	4
Company 14	4
Company 04	4
Company 08	4
Company 09	3
Company 07	2
Company 02	2
Company 03	2
Company 05	1
Company 13	1
Company 12	1
Grand Total	62

