

# Project Prioritization & Success Criteria

## A. MoSCoW Prioritization

This matrix categorizes the functional requirements (FRs) based on their criticality to solving the overall **12.90-day delay** and the **14.12% rework rate**, aligning with the Phase 1 and Phase 2 strategy.

MoSCoW Category	Requirement ID	Requirement Statement (Action)	Justification (Link to Cause)
<b>MUST HAVE (M)</b> (Critical for launch success)	FR-INT-101	Mandatory field validation (Tollgate) at intake.	<b>Fixes 45.57% Rework:</b> Prevents incomplete invoices from entering the system.
	FR-WFL-201	Automated email reminder at 24 hours.	<b>Fixes 12.47-Day Wait:</b> Addresses Approver 1 passive delay (Quick Win).
	FR-WFL-202	Automated escalation logic after 72 hours.	<b>Fixes Bottleneck:</b> Eliminates manual chasing and enforces a deadline.
	FR-WFL-203	Mobile/Email approval functionality.	<b>Fixes People Issue:</b> Ensures approvers can act quickly (Minimal-Click).
<b>SHOULD HAVE (S)</b> (Important, adds significant value)	FR-INT-100	Dedicated Digital Intake Portal/Form (as the sole submission channel).	<b>Fixes Intake Policy:</b> Supports policy enforcement and channel consolidation.
	FR-WFL-200	Touchless approval for invoices under \$1,000 (using 3-Way Match).	<b>Fixes Method:</b> Removes unnecessary manual review for simple transactions.
<b>COULD HAVE (C)</b> (Desirable, if time/resources allow)	FR-INT-102	Automated duplicate invoice check upon submission.	Reduces risk of double payment (not a core delay/rework cause).

MoSCoW Category	Requirement ID	Requirement Statement (Action)	Justification (Link to Cause)
	<b>NFR-Auditability</b>	Detailed audit trail tracking every routing step.	Enhances compliance and investigation speed.
<b>WON'T HAVE (W)</b> (Out of scope for this version)	N/A	Full OCR capabilities outside of standard intake forms.	Remains out of scope to control initial budget and focus on workflow.

## B. SMART Criteria for Project Goals

The success of the project must be defined using **SMART** criteria: **S**pecific, **M**easurable, **A**chievable, **R**elevant, and **T**ime-bound.

Project Goal	SMART Criteria Breakdown
<b>1. Cycle Time Reduction</b>	<b>S:</b> Reduce the average cycle time for a standard invoice from 12.90 days to 6 days. <b>M:</b> Measured by the average time from invoice receipt to final posting (in the ERP system). <b>A:</b> Achievable by eliminating 12.47 days of non-value-added waiting via automation. <b>R:</b> Highly <b>Relevant</b> to improving vendor relationships and reducing late payment penalties. <b>T:</b> Target must be achieved within 90 days of system go-live.
<b>2. Rework Rate Reduction</b>	<b>S:</b> Reduce the total invoice rework rate from 14.12% to a maximum of 5%. <b>M:</b> Measured by the percentage of invoices that trigger the manual exception/rework workflow (excluding automated system rejections). <b>A:</b> Achievable by enforcing mandatory validation at the point of entry (Tollgate). <b>R:</b> Highly <b>Relevant</b> to saving 30% of AP staff time currently spent on manual follow-up. <b>T:</b> Target must be sustained for 90 consecutive days post-vendor policy enforcement.
<b>3. SLA Compliance</b>	<b>S:</b> Increase the overall process compliance (meeting the 10-day target) from 2.22% to 80%. <b>M:</b> Measured by system logging of invoices completed in ≤ 10 days. <b>A:</b> Achievable by replacing the 12.47-day passive wait with a maximum 6-day active flow. <b>R:</b> Highly <b>Relevant</b> to demonstrating immediate project ROI and eliminating the "Catastrophic Failure" state. <b>T:</b> Target must be achieved within 6 months of system go-live.