

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)
MUST HAVE (M) (Critical for launch success)	FR-INT-101	Mandatory field validation (Tollgate) at intake.	Fixes 45.57% Rework: Prevents incomplete invoices from entering the system.
	FR-WFL-201	Automated email reminder at 24 hours.	Fixes 12.47-Day Wait: Addresses Approver 1 passive delay (Quick Win).
	FR-WFL-202	Automated escalation logic after 72 hours.	Fixes Bottleneck: Eliminates manual chasing and enforces a deadline.
	FR-WFL-203	Mobile/Email approval functionality.	Fixes People Issue: Ensures approvers can act quickly (Minimal-Click).
SHOULD HAVE (S) (Important, adds significant value)	FR-INT-100	Dedicated Digital Intake Portal/Form (as the sole submission channel).	Fixes Intake Policy: Supports policy enforcement and channel consolidation.
	FR-WFL-200	Touchless approval for invoices under \$1,000 (using 3-Way Match).	Fixes Method: Removes unnecessary manual review for simple transactions.
COULD HAVE (C) (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)
	NFR-Auditability	Detailed audit trail tracking every routing step.	Enhances compliance and investigation speed.
WON'T HAVE (W) (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
1. Cycle Time Reduction	<p>S: Reduce the average cycle time for a standard invoice from 12.90 days to 6 days.</p> <p>M: Measured by the average time from invoice receipt to final posting (in the ERP system).</p> <p>A: Achievable by eliminating 12.47 days of non-value-added waiting via automation.</p> <p>R: Highly Relevant to improving vendor relationships and reducing late payment penalties.</p> <p>T: Target must be achieved within 90 days of system go-live.</p>
2. Rework Rate Reduction	<p>S: Reduce the total invoice rework rate from 14.12% to a maximum of 5%.</p> <p>M: Measured by the percentage of invoices that trigger the manual exception/rework workflow (excluding automated system rejections).</p> <p>A: Achievable by enforcing mandatory validation at the point of entry (Tollgate).</p> <p>R: Highly Relevant to saving 30% of AP staff time currently spent on manual follow-up.</p> <p>T: Target must be sustained for 90 consecutive days post-vendor policy enforcement.</p>
3. SLA Compliance	<p>S: Increase the overall process compliance (meeting the 10-day target) from 2.22% to 80%.</p> <p>M: Measured by system logging of invoices completed in ≤ 10 days.</p> <p>A: Achievable by replacing the 12.47-day passive wait with a maximum 6-day active flow.</p> <p>R: Highly Relevant to demonstrating immediate project ROI and eliminating the "Catastrophic Failure" state.</p> <p>T: Target must be achieved within 6 months of system go-live.</p>