

Six Sigma Project Examples . . . “It’s NOT for just widgets any more!”

Finance and Accounting

- Cycle time to close books, apply cash, resolve disputed invoice, approve expenditures
- A/R - days sales outstanding; A/P - rate of offered supplier discounts realized
- Percent electronic transactions
- Journal entry error rate; Number of adjustments after closing cut-off
- % sales written off for concessions, inability to pay
- First pass yield on steps to product budget
- Payroll accuracy and timeliness; rate of adjustments to subsequent paychecks
- Cycle times to start new employee, process relocation, process, job change, terminate employee
- Ratio of bookkeeping hours to financial analysis hours
- Customer satisfaction scores plus timeliness, completeness, and ease-of-use for internal reporting
- \$\$ Sales per Finance employee hour, same for payroll \$\$, purchased \$\$
- Accuracy - % reportable 1099 errors, # audit findings, accrual adjustments