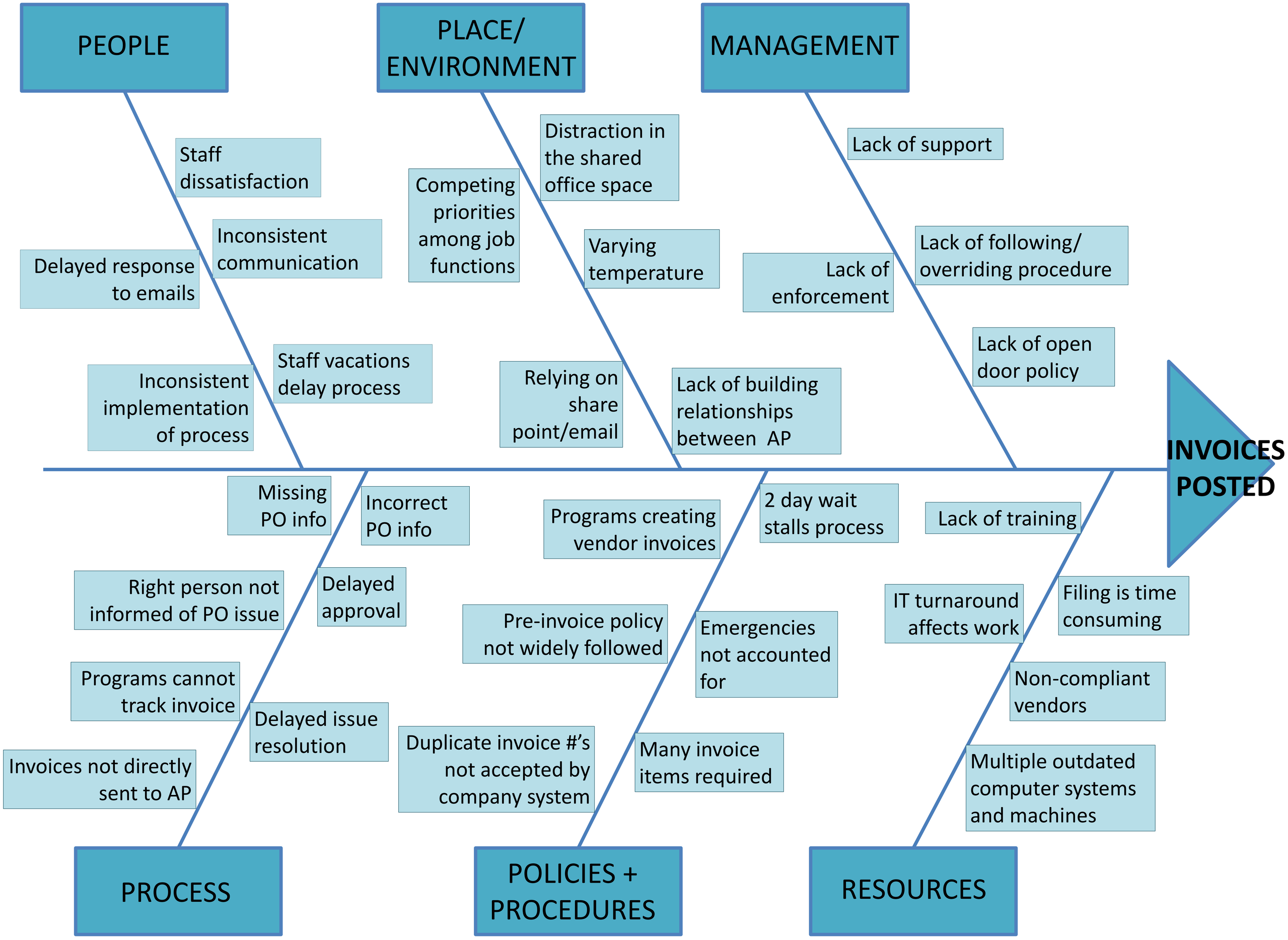
PEOPLE
Staff dissatisfaction
Inconsistent communication
Delayed response to emails
Inconsistent implementation of process
Staff vacations delay process
PLACE/ ENVIRONMENT
Distraction in the shared office space
Competing priorities among job functions
Varying temperature
Relying on share point/email
Lack of building relationships between AP
MANAGEMENT
Lack of support
Lack of following/ overriding procedure
Lack of enforcement
Lack of open door policy
INVOICES POSTED
Missing PO info
Incorrect PO info
Right person not informed of PO issue
Delayed approval
Programs cannot track invoice
Delayed issue resolution
Invoices not directly sent to AP
PROCESS
Programs creating vendor invoices
2 day wait stalls process
Pre-invoice policy not widely followed
Emergencies not accounted for
Duplicate invoice #'s not accepted by company system
Many invoice items required
POLICIES + PROCEDURES
Lack of training
IT turnaround affects work
Filing is time consuming
Non-compliant vendors
Multiple outdated computer systems and machines
RESOURCES