Dear Ronald, you have been invited to participate in a survey on the Chargeable Job Order Number Process. As someone who provides support to or receives funding from outside sources, your perspective of the process is valuable, so we would appreciate it if you take five minutes to give your insights and opinions about this process. This information will be used by the Lean Six Sigma team that is currently analyzing the process. To participate, please click on the link below. This survey is voluntary and not human subject research.

Sincerely,

You can access the survey at:

https://survey.nps.edu/survey/index/sid/514569/token/m992qe6karaqq36/lang/en

Please take the survey by May 23, 2013. We will close the survey at 1700 on that day.

If you do not want to participate in this survey and don’t want to receive any more invitations please click the following link:

https://survey.nps.edu/optout/tokens/langcode/en/surveyid/514569/token/m992qe6karaqq36

If you are blacklisted but want to participate in this survey and want to receive invitations please click the following link:

https://survey.nps.edu/optin/tokens/langcode/en/surveyid/514569/token/m992qe6karaqq36
Chargeable Job Order Number Process

Purpose: The purpose of this survey is to gain the customer's perspective of the Chargeable Job Order Number Process. Over the past year, several Lean Six Sigma Green Belt certification courses were offered at NPS. This information will be used by the Lean Six Sigma group that is currently analyzing the Chargeable Job Order Number Process and will be used to help make recommendations for improvements to the existing process.

Thank you in advance for your assistance, and anyone receiving this email should feel free to contact me with any questions.

Overview of Current Process

- Funding document received from sponsor.
- Funds Receipt checks the funding document for accuracy.
- Funds are routed to RSPO for identification, classification, and issuance of a budget page shell to Funds Receipt.
- Funds Receipt receives budget page shell and uses information to create accounts in STARS, FASTDATA, DTS, KFS, and SLDCADA.
- Funds Receipt prepares official financial documents for Comptroller signature.
- Funds Receipt loads funding authorization into system and forwards acceptance documents to sponsor.
- Funds Receipt returns completed budget page to RSPO.
- RSPO forwards completed budget page to PI and SPFA.
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Question 1

- What is your current role?
  Check any that apply

  - PI/PM
  - Funds Administrator
  - PI Delegate
  - Other: [blank]
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Question 2

* As an estimate, in what percentage of instances do you have advance notice of incoming funds?
  Check any that apply

- 90-100%
- 80-89%
- 70-79%
- 60-69%
- Below 60%
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Question 3

- How many days (on average) are generally required for you or your department to complete and submit any required forms once notice of incoming funds (or arrived funds) reaches you?

Check any that apply

- [x] 1-2
- [x] 3-4
- [x] 5-6
- [x] 7-8
- [x] 9-10
- [x] More than 10
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Question 4

How many days (on average) does it take for you to receive a chargeable job order once funding has arrived at NPS AND all forms requiring completion by you or your department are submitted? Check any that apply

- 1-2
- 3-4
- 5-6
- 7-8
- 9-10
- More than 10
- Do not know when funding arrives at NPS
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Question 5

How would you rate the Chargeable Job Order Number Process? Check any that apply

- [ ] Extremely efficient
- [ ] Very efficient
- [ ] Moderately efficient
- [ ] Slightly efficient
- [x] Not at all efficient
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Question 6

Do you have any suggestions for improvement of the Chargeable Job Order Number process?

Make the process transparent and predictable for PI's. Even though I usually know exactly when a MIPR is received, I typically have no idea where acceptance of a MIPR stands nor when a JON will be assigned. Frequently it means I have to send e-mail and chase down the status. Why not put in place a system where PI's can look up the status and/or set up the system so I can simply expect that "X" days after receipt I can reliably expect a JON to be assigned?
Thank you!

Your survey responses have been recorded.