

ProCard VOC to CTQ Analysis 2.1.19 v2

Stakeholders	Voice of Customer (VOC)	Critical to Quality (CTQ)	Performance Measure
Cardholders, reconcilers, approvers, CBO's, internal auditor	Clear, consistent and adequate internal controls, including standardization at the university level.	<ol style="list-style-type: none"> 1. Decrease in fraud 2. Decrease in # of suspended cards 3. Decrease in # of cards issued 4. Decrease in # of declined transactions 5. Decrease misuse/errors 6. Fewer late VP7s 7. Decrease # of deviations from process 8. Higher scores on ProCard test 9. Fewer audit findings 	
Cardholders, reconcilers, approvers, CBO's, internal auditor	Leadership supports consequences for non-compliance with policy and procedures.	<ol style="list-style-type: none"> 1. Fewer infractions 2. Fewer requests for exceptions/special treatment 3. Decrease in # cards issued 4. Approval of team's recommendations 5. Adherence to process 6. Proactive communication to units 7. Support for scorecard measures 	
Cardholders, reconcilers, approvers, CBO's	Frustrated by complexity and lack of clarity around policy and guidance.	<ol style="list-style-type: none"> 1. Decrease # calls to Natalie 2. Decrease # exceptions 3. Proactive questions vs. reactive questions 4. Roles and responsibilities are clear 5. New policy 6. New procedures 7. New process 	

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		8. Clear consequences 9. Transparency about disallowed 10. Fewer infractions 11. Increase in use of ProCards	

Remember CTQ = process performance – how do we know the process is performing successfully?