

Time Observation Sheet Example: Invoice Processing

Time Observation Sheet											Date		
Project Area / Machine													
Batch of 20 invoices													
NO.	Component Task	1	2	3	4	5	6	7	8	9	10	Component Task time	Points Observed
1	Go get mail from inbox	60	65	63	59	61	61	60	63	62	60	61	Note: front desk clerk already separated raw material from expense invoices
	Open Mail & review information on invoice.	835	870	820	845	845	850	840	875	790	796	837	This step is combined with step one on the current state map.
2	Look in file to find appropriate packing slips/PO's	180	305	191	201	512	413	181	195	212	218	261	The receiving clerk attaches the PO to the packing slip.
	Match packing slips/PO's with invoices - mark those that don't.	1540	1596	1510	1533	1575	1450	1600	1450	1602	1540	1540	This step is combined with step 3 above on the current state map.
3	Is the PO# on the invoice?	410	420	421	411	415	416	415	411	412	400	413	
	If a PO # is missing, physically find buyer for PO#.	3025	3256	3005	3049	3408	3190	3096	2994	3078	3014	1387	Kim does not wait for the missing PO#. She will track down any of the buyers or purchasing mgr.
	If invoice does not match the pkg slip quantity received, contact receiving and/or supplier.	2850	690	3800	0	0	1910	420	0	4200	0	231	Kim generally contacts receiving to double check what was received, and then contacts the supplier if receiving was correct.
	Wait for Receiving to confirm or correct.	0	5255	0	0	0	6200	0	0	0	0	1146	
4	If invoice price does not match the PO price, contact the buyer.	5875	10497	6805	3049	3408	12310	3516	2994	7278	3014	670	This step is combined with step 7 on the current state map.
	Wait for Buyer to correct invoice	725	0	1202	1110	0	750	1080	905	0	950	6055	
	Process for payment	6600	10497	8007	4159	3408	13060	4576	3899	7278	3964	2700	
		8350	0	8300	16900	0	6600	5200	7450	0	7750		
		2650	2720	2710	2715	2690	2692	2702	2705	2705	2706		
		17600	13217	19017	23774	6098	22352	12478	14054	9983	14420		
12													
13													
TIME FOR 1 CYCLE in minutes		293.3	220.3	316.95	396.23	102	372.53	208	234.2	166	240.3	255	In Minutes