Time Observation Sheet Example: Invoice Processing

Time Observation Sheet

Project Area / Machine												Date	
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 **60**	65 **65**	63 **63**	59 **59**	61 **61**	61 **61**	60 **60**	63 **63**	62 **62**	60 **60**	61	Note: front desk clerk already separated raw material from expense invoices
2	**Open Mail** & review information on invoice.	835 **895**	870 **935**	820 **883**	845 **904**	845 **906**	850 **911**	840 **900**	875 **938**	790 **852**	796 **856**	837	This step is combined with step one on the current state map.
3	Look in file to find appropriate packing slips/PO's	180 **1075**	305 **1240**	191 **1074**	201 **1105**	512 **1418**	413 **1324**	181 **1081**	195 **1133**	212 **1064**	218 **1074**	261	The receiving clerk attaches the PO to the packing slip.
4	**Match packing slips/PO's with invoices -** mark those that don't.	1540 **2615**	1596 **2836**	1510 **2584**	1533 **2638**	1575 **2993**	1450 **2774**	1600 **2681**	1450 **2583**	1602 **2666**	1540 **2614**	1540	This step is combined with step 3 above on the current state map.
5	**Is the PO# on the invoice?**	410 **3025**	420 **3256**	421 **3005**	411 **3049**	415 **3408**	416 **3190**	415 **3096**	411 **2994**	412 **3078**	400 **3014**	413	
6	If a PO # is missing, **physically find buyer for PO#.**	2850 **5875**	690 **3946**	3800 **6805**	0 **3049**	0 **3408**	1910 **5100**	420 **3516**	0 **2994**	4200 **7278**	0 **3014**	1387	Kim does not wait for the missing PO#. She will track down any of the buyers or purchasing mgr.
7	If invoice does not match the pkg slip quantity received, contact receiving and/or supplier.	0 **5875**	1296 **5242**	0 **6805**	0 **3049**	0 **3408**	1010 **6110**	0 **3516**	0 **2994**	0 **7278**	0 **3014**	231	Kim generally contacts receiving to double check what was recevied, and then contacts the supplier if receiving was correct.
8	Wait for Receiving to confirm or correct.	0 **5875**	5255 **10497**	0 **6805**	0 **3049**	0 **3408**	6200 **12310**	0 **3516**	0 **2994**	0 **7278**	0 **3014**	1146	
9	If invoice price does not match the PO price, contact the buyer.	725 **6600**	0 **10497**	1202 **8007**	1110 **4159**	0 **3408**	750 **13060**	1060 **4576**	905 **3899**	0 **7278**	950 **3964**	670	This step is combined with step 7 on the current state map.
10	Wait for Buyer to correct invoice	8350 **14950**	0 **10497**	8300 **16307**	16900 **21059**	0 **3408**	6600 **19660**	5200 **9776**	7450 **11349**	0 **7278**	7750 **11714**	6055	
11	Process for payment	2650 **17600**	2720 **13217**	2710 **19017**	2715 **23774**	2690 **6098**	2692 **22352**	2702 **12478**	2705 **14054**	2705 **9983**	2706 **14420**	2700	
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