



## City of Ankeny, Iowa – Accounts Payable Process

### Background:

The City of Ankeny is one of the fastest growing cities in Iowa. With a population of more than 50,000, Ankeny prides itself on providing high quality municipal services, excellent customer service and sound fiscal management.

### Challenge:

The City of Ankeny was looking for efficiencies related to managing its ever-expanding list of vendors. The accounts payable process was cumbersome and included many steps. These steps involved a number of different departments and necessitated the routing of multiple documents, resulting in frustration for both staff and vendors.

### Solution:

The City worked with workplacelean to assemble a diverse cross-departmental team that included not only finance staff, but staff from the fire department, library, parks and recreation, and police department, among others. When the DBR consultants helped City staff map their current state, they identified the following key issues:

- Time consuming
- Cumbersome to do business with new vendors
- Almost 100% paper
- Numerous approval levels and checks for accuracy

Together with workplacelean, City staff created an ideal “future state” and came up with solutions to address each of the key issues identified. These solutions included streamlining the accounts payable process, implementing electronic payments, and initiating a purchasing card system.

### Results:

City staff were excited to implement the solutions derived from their workplacelean project and the results have been positive:

- Electronic payments were implemented, reducing costs for checks, envelopes and postage
- Purchasing cards were implemented, providing additional purchasing options and electronic workflow into the financial software which eliminated data entry
- The entire purchasing process was streamlined by changes in the purchase order and vendor registration processes and provided training opportunities to staff
- Overall staff time was minimized and costs were reduced

*“DBR’s workplacelean helped us map out our processes and identify areas for improvement. Our project with workplacelean resulted in savings to the City and provided a more efficient process for our employees and vendors. The project was a success!”*

*- Jennifer Sease, Administrative Services Director, City of Ankeny, IA*