

Waiting average time per bill	Minutes	
	Actual	Proposed
Receive bill	0.04	0.00
Send email to receive the order	7.12	N/A
Verify the reception of the order	0.03	N/A
Send email to the interventor	24.49	0.97
Send email to payment liberator	19.64	1.13
Send email to logistic area	9.5	0.53
Send email to accounting area	9.49	14.49
Communicate with the cashier	8.66	N/A
Take bill to treasury area	9.26	N/A
Take to the cashier	0.28	N/A
Check bill	0.77	0.43
Account bill	8.6	0.78
Check agreement taxes and value	7.78	0.00
Request and wait budget	0.01	0.00
Register provider	0.18	0.81
Cancel bill from the system	9.09	0.61
Send back to accounting area	1.25	1.02
Make payment	1.07	0.88
<b>Total</b>	<b>117.24</b>	<b>21.64</b>

Waiting average time per document	Minutes	
	Actual	Proposed
Send email	12.76	3.03
Wait for copy	9.57	N/A
Print	10.88	N/A
Share document to plataform	9.45	N/A
Make modification or creation	12	2.47
Check topic with requester	10.27	2.46
Check the draft document	9.87	2.25
Request print copy	9.27	N/A
Search last version document	N/A	1.97
Load document in system	N/A	2.98
<b>Total</b>	<b>84.08</b>	<b>15.16</b>