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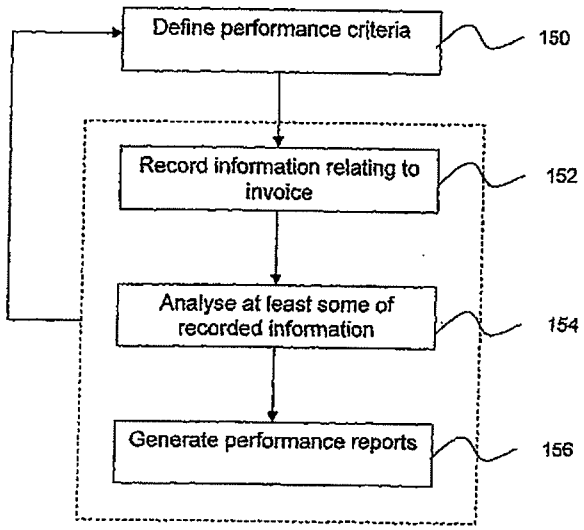
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(54) **Title:** PERFORMANCE MONITORING SYSTEM, METHOD AND APPARATUS



(57) **Abstract:** A computer in a networked computer system is programmed to perform a performance monitoring method for an invoicing process, the invoicing process generating an invoice occupying one or more of a plurality of discrete states at any one time. The method includes the steps of defining performance criteria for at least part of the invoicing process, recording information relating to the invoice that may affect the performance criteria and analysing at least some of the recorded information to generate a performance report for at least part of the invoicing process, the performance report comparing a performance of at least part of the invoicing process against the performance criteria to provide an indication of the efficiency of at least part of the invoicing process.

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