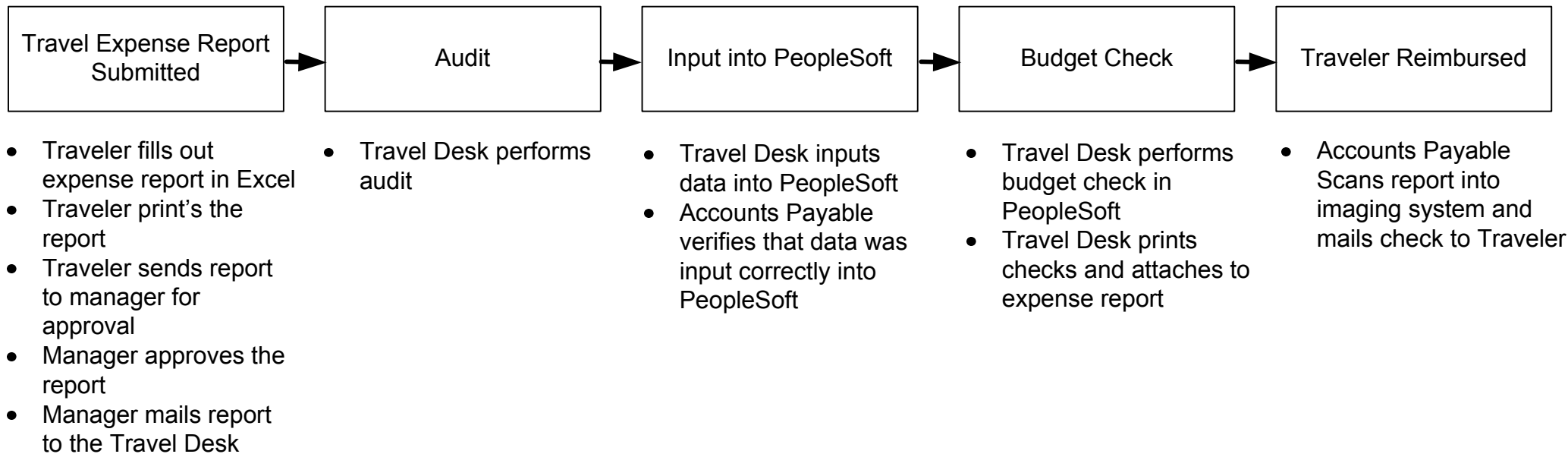


# Top-down chart: Travel Expense Report Reimbursement

**Start:** Traveler fills out and submits expense report

**End:** Traveler is reimbursed



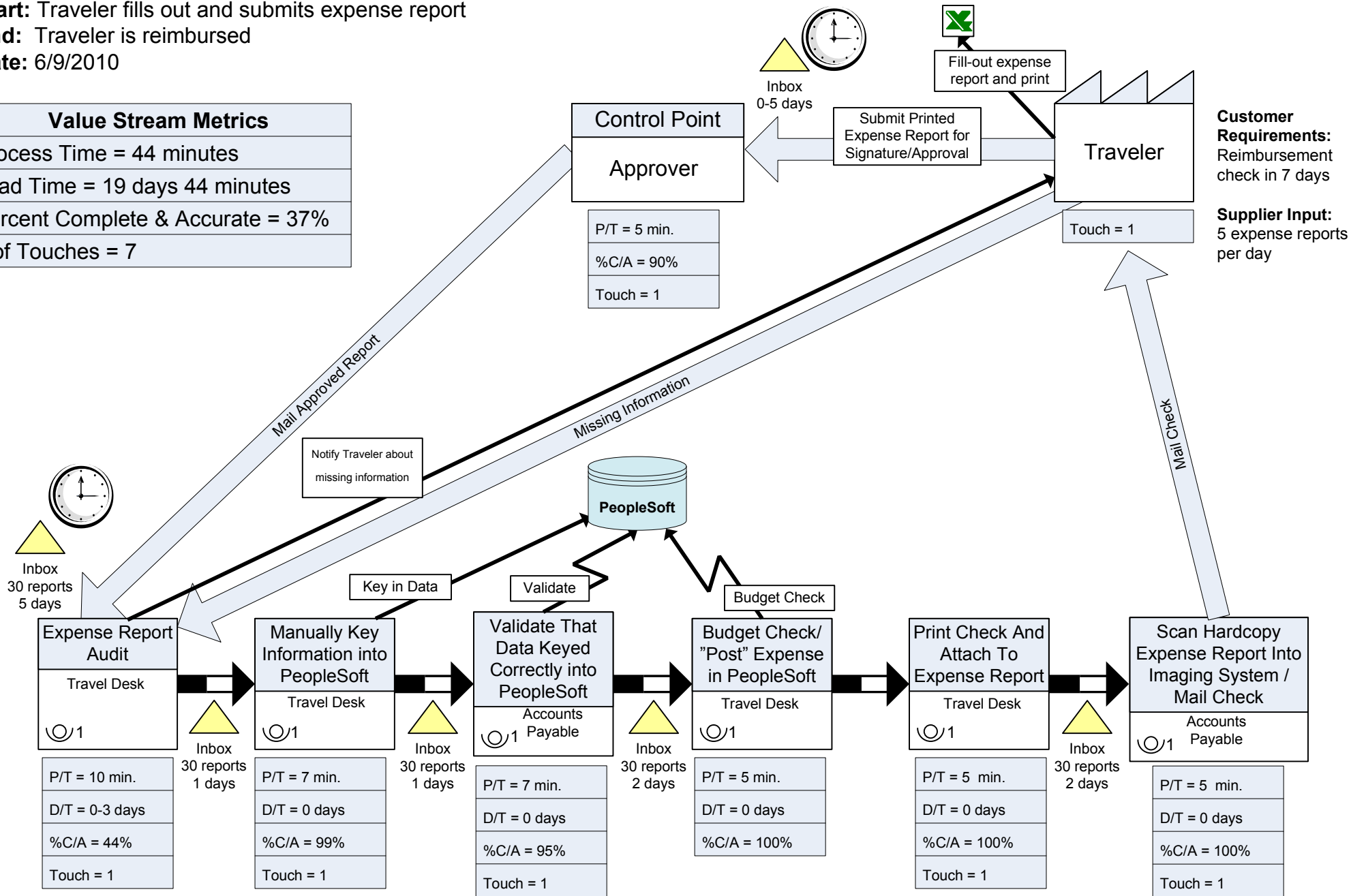
# Current-State – Travel and Expense Reimbursement Process

**Start:** Traveler fills out and submits expense report

**End:** Traveler is reimbursed

**Date:** 6/9/2010

Value Stream Metrics
Process Time = 44 minutes
Lead Time = 19 days 44 minutes
Percent Complete & Accurate = 37%
# of Touches = 7



**Customer Requirements:**  
Reimbursement check in 7 days

**Supplier Input:**  
5 expense reports per day

<b>P/T</b>	10 min.	7 min.	7 min.	5 min.	5 min.	5 min.
<b>L/T</b>	3 days 10min.	1 day	7 min.	2 days	5 min.	2-days
<b>%C/A</b>	44%	99%	95%	100%	100%	100%

# Current-State – Travel and Expense Reimbursement Process

**Start:** Traveler fills out and submits expense report

**End:** Traveler is reimbursed

**Date:** 6/9/2010

Value Stream Metrics
Process Time = 44 minutes
Lead Time = 19 days 44 minutes
Percent Complete & Accurate = 37%
# of Touches = 7

**Approver passing on reports with errors**

**Control Point**

Approver

P/T = 5 min.  
%C/A = 90%  
Touch = 1

**Are 'wet' signatures required?**

Printed Report for Approval

Traveler

Touch = 1

**Data starts out electronic and is printed**

**Customer Requirements:**  
Reimbursement check in 7 days

**Supplier Input:**  
5 expense reports per day

**Batch delay up to 5 days**

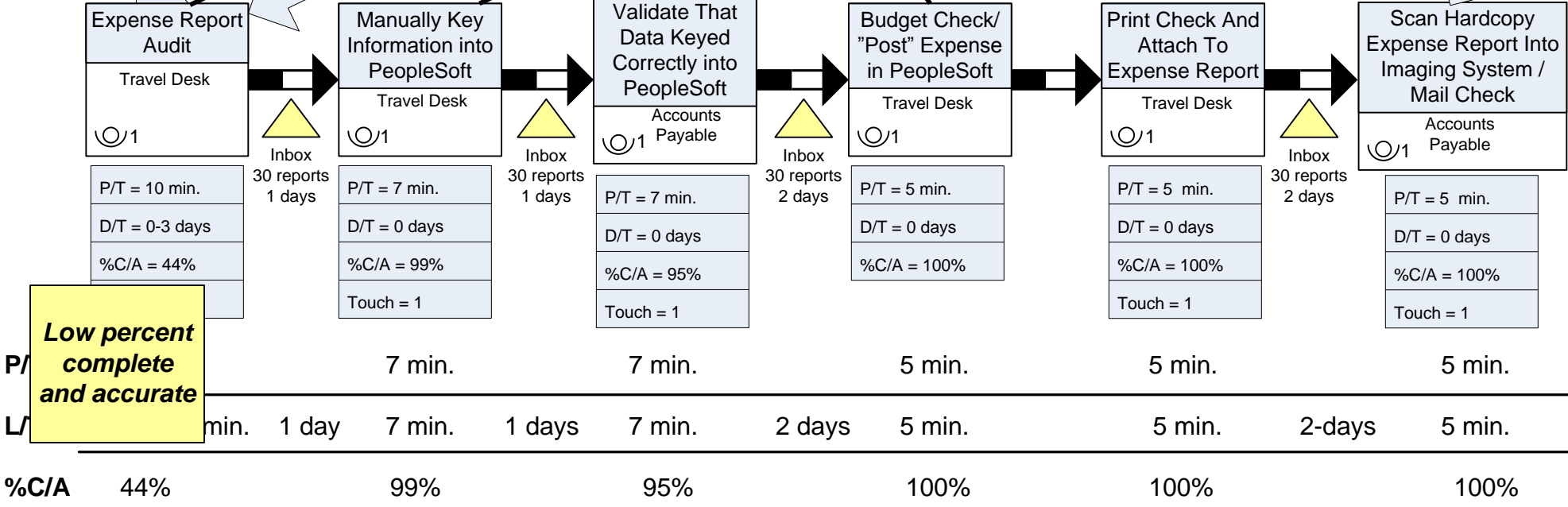
Inbox 30 reports 5 days

**Approval delay up to 5 days**

**Rework due to missing information**

**Manually keying data time consuming**

PeopleSoft



**Low percent complete and accurate**

Step	1	2	3	4	5	6	7
P/T	10 min.	7 min.	7 min.	5 min.	5 min.	5 min.	5 min.
D/T	0-3 days	0 days	0 days	0 days	0 days	0 days	0 days
%C/A	44%	99%	95%	100%	100%	100%	100%
Touches	1	1	1	1	1	1	1

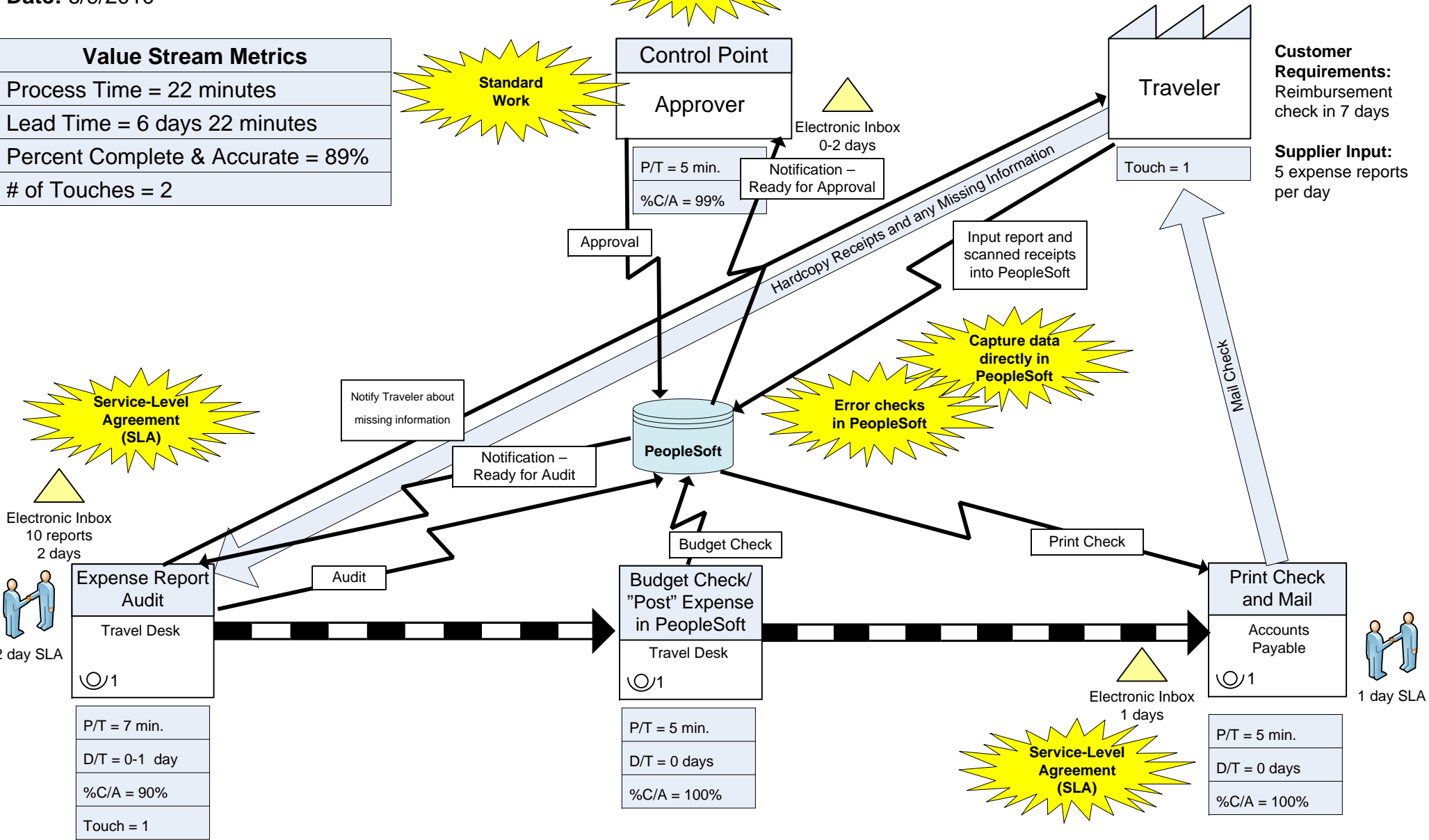
# Future-State – Travel and Expense Reimbursement Process

**Start:** Traveler fills out and submits expense report

**End:** Traveler is reimbursed

**Date:** 6/9/2010

Value Stream Metrics
Process Time = 22 minutes
Lead Time = 6 days 22 minutes
Percent Complete & Accurate = 89%
# of Touches = 2



<b>P/T</b>	7 min.	5 min.	5 min.
<b>L/T</b>	1 day 7 min.	5 min.	1-day 5 min.
<b>%C/A</b>	90%	100%	100%