

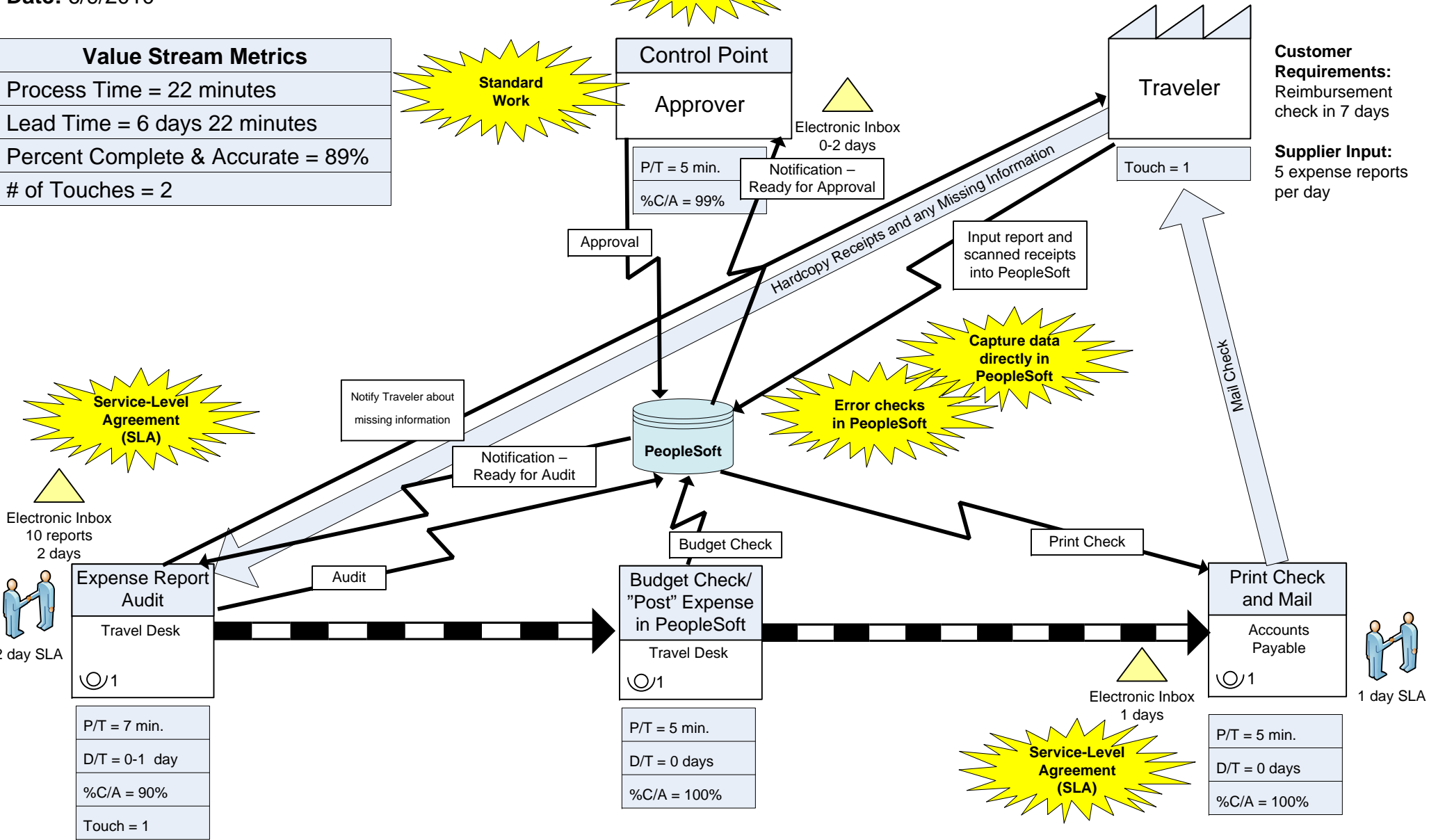
# Future-State – Travel and Expense Reimbursement Process

**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%

# 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

**Approval delay up to 5 days**

**Are 'wet' signatures required?**

**Data starts out electronic and is printed**

Traveler

Touch = 1

**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

**Manually keying data time consuming**

PeopleSoft

**Rework due to missing information**

**Expense Report Audit**

Travel Desk

1

Inbox 30 reports 1 days

P/T = 10 min.  
D/T = 0-3 days  
%C/A = 44%

**Manually Key Information into PeopleSoft**

Travel Desk

1

Inbox 30 reports 1 days

P/T = 7 min.  
D/T = 0 days  
%C/A = 99%  
Touch = 1

**Validate That Data Keyed Correctly into PeopleSoft**

Accounts Payable

1

Inbox 30 reports 2 days

P/T = 7 min.  
D/T = 0 days  
%C/A = 95%  
Touch = 1

**Budget Check/ "Post" Expense in PeopleSoft**

Travel Desk

1

Inbox 30 reports 2 days

P/T = 5 min.  
D/T = 0 days  
%C/A = 100%

**Print Check And Attach To Expense Report**

Travel Desk

1

Inbox 30 reports 2 days

P/T = 5 min.  
D/T = 0 days  
%C/A = 100%  
Touch = 1

**Scan Hardcopy Expense Report Into Imaging System / Mail Check**

Accounts Payable

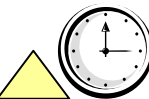
1

Inbox 30 reports 2 days

P/T = 5 min.  
D/T = 0 days  
%C/A = 100%  
Touch = 1

**Low percent complete and accurate**

	Expense Report Audit	Manually Key Information into PeopleSoft	Validate That Data Keyed Correctly into PeopleSoft	Budget Check/ "Post" Expense in PeopleSoft	Print Check And Attach To Expense Report	Scan Hardcopy Expense Report Into Imaging System / Mail Check
P/T	10 min.	7 min.	7 min.	5 min.	5 min.	5 min.
D/T	0-3 days	0 days	0 days	0 days	0 days	0 days
%C/A	44%	99%	95%	100%	100%	100%
Touch	1	1	1	1	1	1
Inbox	30 reports 1 days	30 reports 1 days	30 reports 2 days	30 reports 2 days	30 reports 2 days	30 reports 2 days



Missing Information

Mail Approved Report

Notify Traveler about missing information

Key in Data

Validate

Budget Check

Print Check And Attach To Expense Report

Scan Hardcopy Expense Report Into Imaging System / Mail Check

Fill-out expense report and print

Printed Report for Approval

Mail Check