Future-State – Travel and Expense Reimbursement Process

Start: Traveler fills out and submits expense report
End: Traveler is reimbursed
Date: 6/9/2010

Customer Requirements:
Reimbursement check in 7 days

Supplier Input:
5 expense reports per day

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

**Data starts out electronic and is printed**

**Manually keying data time consuming**

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

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

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

- Expense Report Audit
  - P/T = 7 min.
  - D/T = 0 days
  - %C/A = 100%
  - Touch = 1

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

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

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

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

**Low percent correct and accurate**

- Expense Report Audit
  - P/T = 1 day
  - D/T = 7 min.
  - %C/A = 99%
  - Touch = 1

- Expense Report Audit
  - P/T = 1 day
  - D/T = 7 min.
  - %C/A = 95%
  - Touch = 1

- Expense Report Audit
  - P/T = 2 days
  - D/T = 5 min.
  - %C/A = 100%
  - Touch = 1

- Expense Report Audit
  - P/T = 2 days
  - D/T = 5 min.
  - %C/A = 100%
  - Touch = 1

- Expense Report Audit
  - P/T = 2 days
  - D/T = 5 min.
  - %C/A = 100%
  - Touch = 1

- Expense Report Audit
  - P/T = 2 days
  - D/T = 5 min.
  - %C/A = 100%
  - Touch = 1

- Expense Report Audit
  - P/T = 2 days
  - D/T = 5 min.
  - %C/A = 100%
  - Touch = 1

- Expense Report Audit
  - P/T = 2 days
  - D/T = 5 min.
  - %C/A = 100%
  - Touch = 1

- Expense Report Audit
  - P/T = 2 days
  - D/T = 5 min.
  - %C/A = 100%
  - Touch = 1

%C/A

- 44%
- 99%
- 95%
- 100%
- 100%
- 100%
- 100%