Current-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 = 44 minutes
Lead Time = 19 days 44 minutes
Percent Complete & Accurate = 37%
# of Touches = 7

<table>
<thead>
<tr>
<th>Control Point</th>
<th>Approver</th>
</tr>
</thead>
<tbody>
<tr>
<td>P/T = 5 min.</td>
<td></td>
</tr>
<tr>
<td>%C/A = 90%</td>
<td></td>
</tr>
<tr>
<td>Touch = 1</td>
<td></td>
</tr>
</tbody>
</table>

Inbox
30 reports
5 days

Expense Report Audit
Traveler
P/T = 5 min.
%C/A = 90%
Touch = 1

Notify Traveler about missing information

PeopleSoft

Inbox
30 reports
1 days

Manually Key Information into PeopleSoft
Traveler
P/T = 7 min.
%C/A = 99%
Touch = 1

Accounts Payable

Validate That Data Keyed Correctly into PeopleSoft
Traveler
P/T = 7 min.
%C/A = 99%
Touch = 1

Budget Check
Validate

Print Check And Attach To Expense Report
Traveler
P/T = 5 min.
%C/A = 100%
Touch = 1

Travel Desk

Scan Hardcopy Expense Report Into Imaging System / Mail Check

Travel Desk

Inbox
30 reports
2 days

Inbox
30 reports
2 days

Inbox
30 reports
2 days

Value Stream Metrics

<table>
<thead>
<tr>
<th>Process Time</th>
<th>Lead Time</th>
<th>% Complete &amp; Accurate</th>
<th># of Touches</th>
</tr>
</thead>
<tbody>
<tr>
<td>44 min.</td>
<td>19 days</td>
<td>37%</td>
<td>7</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>P/T</th>
<th>L/T</th>
<th>%C/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>10 min.</td>
<td>3 days 10 min.</td>
<td>44%</td>
</tr>
<tr>
<td>7 min.</td>
<td>1 day</td>
<td>99%</td>
</tr>
<tr>
<td>7 min.</td>
<td>1 day</td>
<td>95%</td>
</tr>
<tr>
<td>5 min.</td>
<td>2 days</td>
<td>100%</td>
</tr>
<tr>
<td>5 min.</td>
<td>5 min.</td>
<td>100%</td>
</tr>
<tr>
<td>5 min.</td>
<td>2 days</td>
<td>100%</td>
</tr>
<tr>
<td>5 min.</td>
<td>5 min.</td>
<td>100%</td>
</tr>
</tbody>
</table>

P/T = Process Time
L/T = Lead Time
%C/A = % Complete & Accurate
Touch = Number of Touches
Top-down chart: Travel Expense Report Reimbursement

Start: Traveler fills out and submits expense report
End: Traveler is reimbursed

- Traveler fills out expense report in Excel
- Traveler prints the report
- Traveler sends report to manager for approval
- Manager approves the report
- Manager mails report to the Travel Desk

- Travel Desk performs audit
- Travel Desk inputs data into PeopleSoft
- Accounts Payable verifies that data was input correctly into PeopleSoft
- Travel Desk performs budget check in PeopleSoft
- Travel Desk prints checks and attaches to expense report
- Accounts Payable scans report into imaging system and mails check to Traveler

Travel Expense Report Submitted ➔ Audit ➔ Input into PeopleSoft ➔ Budget Check ➔ Traveler Reimbursed