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Project Name: College Travel (Arrangement, Approval, and Documentation)

Executive Deployment Champion: Dr. Vicky Stewart

Project Sponsor: Bruce Budde

Process Owner: Ed Babcock

Black Belt: Pat Schmillen

Project Author: Jean McAdams

Dr. Jeff Hoover
John Hubner
Paula Fraley

Wendy Martin
Jackie Smith
Sue Sinclair

Opportunity (Purpose or Primary Reason for Project): Extensive variation exists currently among the processes that support travel requests, approval, arrangement and documentation. As a result, cost saving opportunities from standardization and consolidation of services are not being identified. In addition, employees and students who require travel on behalf of the college experience confusion with the travel reimbursement process and staff who process travel requests/reimbursements spend unnecessary time on travel processing.

Business Case (Budget Information): ICC spends over 1 million dollars on travel annually. A level 1 savings of 5-10% would be significant. In addition, a more streamlined and efficient process would reduce processing time for staff (level 2 savings) and improve responsiveness for employees and students.

Goal (Expected Outcomes, Deliverables, and/or Results): Reduction in annual travel costs while maintaining the current level of travel. Reduction in staff time to process and follow-up travel requests.

Scope (Constraints, Boundaries, and/or Key Risks): The project will address the travel process from the time a request is submitted to accounting to the time the request is reconciled. ICCB provides budget category recommendations, which will need to be considered. Another 6 sigma team is addressing the utilization of college-owned vehicles, which will remain outside the scope of this particular project.

Timeline (Define, Measure, Analyze, Improve, and Control): Projected completion of the project is November, 2006. Define: June; Measure: July; Analyze: August; Improve: September/October; Control: November.

Primary Measures: ICC travel budgets (55-1000, 2000, 3000, 4000, 6000) and funds (02, 05, 11, 12, 15, 6, 06) are primary measures of travel costs. Additionally, specific travel costs by category will need to be identified, as well as faculty/staff time pertaining to college travel. Travel at ICC involves the Board of Trustees, faculty, staff and student groups.

Other (Additional Resources Needed, Critical Considerations, and/or Initial Concerns): This is a full 6 Sigma DMAIC project that will require extended meeting times over several months; it may also have multiple phases as data analysis identifies modes of travel or specific populations.