Travel Continuous Improvement & Support Team

Last Updated April 11, 2016

Overview
The Travel Continuous Improvement and Support Team will be responsible for developing and implementing improvement strategies for travel end to end processes. The Core Team will help implement best practices, provide guidance and serve as subject matter experts on improvement strategies developed. The team will also act as liaison within their areas of expertise and call in resources when areas of expertise are not sufficient, communicating issues as they arise, assisting with work sessions and problem resolution when required.

Goals

- Document as is business processes; continuously improve and support travel processes
- Recommend, communicate, and implement changes to travel process
- Make SME’s a point of contact and/or resource for staff
  - Participate in training sessions for Business Office staff needing help with
- Keep SME list updated
- Use of communications channels (e.g. B@P News) to ensure that the relevant information, tools, and best practices are shared with and developed for end users.
- Ensure that QRC’s are appropriate and clearly document the processes that need to be completed.
- Semi-annual Hot Topics in Travel forums
- Develop a set of metrics in order to measure the results of group (e.g. surveys on Hot Topics sessions and how what was learned is being applied)

Core Team Responsibilities
Core Team membership is based on a leadership or expert role in multiple areas: Central Travel Office, Business Office staff, Organizational Effectiveness - Employee Training and Development, ITaP, Delegate/Travel Arranger/Assistant, and a Faculty/Staff traveler. A variety of individuals from these areas will participate in this group in order to gather a broad understanding and guidance. Other staff may be asked to attend meetings or fill a rotating role as deemed necessary.

The expectation of the Core Team membership is that they will agree to term duration of up to 2 years. The Core Team members are expected to be willing to collaborate with other members of the team by participating in testing systems, providing recommendations for continuous improvement of travel processes by evaluating the process and providing feedback. Focus on customer valued quality service to ensure that we are meeting the needs of our customers.

Core Team:
- Business Management Travel Liaison (no term duration)
  - Tonya Byrd (co-chair)
- Travel Office (no term duration)
  - Accounts Payable, P-Card, Travel Manager – Gayle Stetler (co-chair)
  - Travel Administrator – Linda Ford
  - Accounts Payable & Travel Account Assistant – Stacie Golleher
- Organizational Effectiveness - Employee Training and Development (no term duration)
  - Tiffany Weatherford
- Business Office (rotating 2 year terms)
  - Shana Bordner – Engineering (term ends 12/31/16)
  - Stacey Beyer – Science (term ends 12/31/18)
  - Heidi Campbell – HHS (term ends 3/31/18)
- Support Staff Travel Delegate (rotating 2 year term)
  - Diana VanHorn – AG (term ends 3/31/18)
- Travel Assistant/Arranger (rotating 2 year term)
  - Kelly Marburger – CLA (term ends 3/31/18)
- Faculty or staff traveler (rotating 2 year term)
  - Nick Rauh – CLA (term ends 3/31/18)
  - John Lumkes – AG (term ends 3/31/18)
- IT Application Services (no term duration)
  - Cindy O’Neal/Pamela Williams

Meetings

Team members will attend recurring monthly one-hour meetings. These meetings can be more frequent as the need arises or canceled when desirable. In addition, team members will attend Hot Topics in Travel sessions periodically.