



Travel Process Reengineering: DOD Faces Challenges in Using Industry Practices to Reduce Costs: AIMD/NSIAD-95-90

U.S. Government Accountability Office (GAO)

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By -

Bibliogov. Paperback. Book Condition: New. This item is printed on demand. Paperback. 34 pages. Dimensions: 9.7in. x 7.4in. x 0.1in. Pursuant to a congressional request, GAO reviewed the Department of Defenses (DOD) travel management processes and costs, focusing on whether DOD should adopt private-sector practices to improve its travel processes. GAO found that: (1) DOD travel management processes are wasteful and burdensome and involve multiple travel agents and voucher processing centers; (2) in fiscal year 1993, 30 percent of DOD temporary duty travel costs were spent on processing; (3) DOD average processing costs are well above the 10-percent average reported by private companies and the 6-percent rate that the travel industry considers efficient; (4) leading travel industry companies have been able to dramatically improve service and reduce processing costs by reengineering their travel management and adopting best practices that empower their employees to make travel decisions, reduce the number of travel agents, consolidate multiple travel processing centers, and simplify travel policies; (5) DOD could significantly reduce its costs and streamline its travel management by following the private-sector example; (6) in July 1994, a DOD task force recommended that DOD apply private-sector best practices as part of its effort to reengineer its...

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