RMIT PROCESS IMPROVEMENT CHALLENGE
PROPOSAL

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School/Unit: Medical Sciences
Portfolio: SET
Project Title: University Conference Travel and Travel Procedures

Please keep submission to a maximum of two pages
Supporting documentation can be provided as an appendix (up to ten pages)

Outline of current situation:
Currently to go to a meeting or to a conference nationally or internationally is administratively a very time consuming process for academic staff.

The current process:
1. On-line begin the process (on-line form for travel and accommodation).
2. Contact the travel agent for a quote for the flights.
3. Check the quote is reasonable by going on-line to look at flights.
4. Locate somewhere to stay, check availability and cost.
5. Add the acquired information (travel and accommodation) to the on-line form. Complete the form, print and get it signed for approval.
6. Complete a professional development form and get it signed for approval by the same person who signed the on-line form.
7. Organise for conference to be booked and paid for on-line by RMIT school finance person.
8. Receive an email with flights confirmed.
9. Receive a separate email with accommodation confirmation information.
10. Receive another email with conference confirmation details.
11. Note down any contact details of the places travelling and RMIT contacts that may be needed in emergencies.

The current process requires a number of different people to be liaised with, both at RMIT and externally, to obtain information and make bookings. It also seems, from my enquiries, that there are a number of different people that help with the various parts of this process depending on the staff member who needs to travel.
Proposed solution(s) to support improvement:
Ideally it would be helpful to complete only 1 form and provide all the information to 1 person for them to organise and check all the arrangements.

The solution is dependent on the number of people per campus needing to travel and the frequency of the travel as this will influence the exact solution that is the most appropriate:
- 1 person per campus may be appropriate or
- 1 person per school or portfolio may be more.

Information that would need to be provided by academic staff to the RMIT person responsible for organising the trip (provided all at the same time – checklist provided on the form to assist compliance).
1. Professional Development Form (cost center, contact details of staff member, approval signature, reason for conference/travel – similar to current PD form).
2. Conference details and completed registration form (for the designated RMIT person to register and pay for either on-line or fax as appropriate).
3. Travel (from where to where; need to arrive by: (time); preferred leaving time: (time); preferred airline (if applicable).
4. Accommodation (dates, needs to be near or needs to be conference accommodation, or preferred accommodation stated).
5. Other Travel (eg. Quantity of taxi vouchers required or pre-booked overseas train tickets etc).

Expected Outcomes:
- Greatly decreased administrative time for academic staff.
- Greater efficiency of resources (time and economic) with 1 person per campus or 1 person per school/portfolio handling all of the arrangements anomalies will be identified quickly and quotes for travel and accommodation will be able to be scrutinised quickly.

The end product would be:
An itinerary would be provided to academic staff with all of the following information enclosed:
- Contact details of:
  - travel agent (if applicable),
  - appropriate airlines (domestic, international),
  - hotel,
  - RMIT contact person (person responsible for travel in case something goes wrong while travelling or there are questions while away),
  - insurance contact person (if applicable),
  - relevant embassy (for international travel).
- Flights and accommodation (all put together in 1 document in chronological order).
- Confirmation of conference registration.
- Taxi vouchers or other pre-booked travel arrangements.

When everything is booked and organised the staff member would be sent an itinerary via internal mail.