

Army Business Transformation Knowledge Center

Deputy Under Secretary of the Army for Business Transformation (DUSA BT)

Employees Honored for Streamlining Travel

By Melissa Bower,
Fort Leavenworth Lamp Staff Writer

Fort Leavenworth, KANSAS -- Two Fort Leavenworth employees were recently honored for their roles in reducing the time it takes for travel reimbursements to be issued. The process has been reduced by 80 percent.

Vickie Atkison-Clark, Defense Travel Management Officer, and Hung Nguyen, Financial Resource Specialist with the Program, Budget, Analysis and Integration Directorate, were each presented the Achievement Medal for Civilian Service by Combined Arms Center and Fort Leavenworth Commander Lt. Gen. William Caldwell IV for their efforts.

"It's in congratulations of what you've done for the whole community at Fort Leavenworth," Caldwell said.

Atkison-Clark and Nguyen said the plan to decrease travel voucher paperwork was initiated under the Lean Six Sigma (LSS) program to improve fiscal military efficiency. Nguyen was specially trained in LSS and has earned LSS Black Belt certification.

Prior to the Lean Six Sigma change initiated last October, travelers normally were expected to create and sign a voucher and digitally submit it to Travel Support staff for initial review. Staff would then route the voucher to department or activity managers on post; the voucher would then go to the Defense Finance & Accounting Service (DFAS) offices for payment. The new system completely eliminates sending vouchers to separate departments on post.

"These people are management," Atkison-Clark said. "They don't have the time to become travel management experts."

Nguyen said it typically took approximately three days for his office to approve a travel voucher check. Now, it takes about one day. On average, the total amount of time it took for a traveler to receive reimbursement went from five days to one day, a reduction of about 80 percent.

"For those like me who do travel a lot — and there's a lot of folks who track their time — four days sooner means a lot," Caldwell said.

Defense Travel Services processes about 6,000 travel vouchers annually. Atkison-Clark said reducing the processing time would take pressure off staff and travelers. She said in the past some travelers leaving for conferences each week did not have time to fill out vouchers on weekends. That sometimes led to travelers not getting paid or even getting rejected by the digital system. Now, the system is much more efficient, Atkison-Clark said.

"We're keeping travelers mobile," she said.

This article originally appeared on the 28 February 2008 edition of the Fort Leavenworth Lamp.

[Back to Featured News page](#)



Vickie Atkison-Clark, Defense Travel Management Officer (left) and Hung Nguyen, Financial Resource Specialist for the Program, Budget, Analysis and Integration Directorate (right), are awarded the Achievement Medal for Civilian Service by Combined Arms Center and Fort Leavenworth Commander Lt. Gen. William Caldwell. Atkison-Clark and Nguyen were honored for their work on a Lean Six Sigma travel voucher project. The ceremony took place on 21 February of this year.