

# Travel Management: Sectors of responsibility and related tasks

A R E A	Strategy and Policies	Purchasing Contracts	Process	Reporting Follow-up
	<ul style="list-style-type: none"> <li>• Collective bargaining</li> <li>• Travel Policy</li> <li>• Instructions and legal regulations (taxation, VAT)</li> <li>• Service Concept</li> <li>• Risk Management</li> </ul>	<ul style="list-style-type: none"> <li>• Designated suppliers</li> <li>• Concept of contract negotiations</li> <li>• Contract models</li> </ul>	<ul style="list-style-type: none"> <li>• Means of payment</li> <li>• Integration (direct/intermediaries)</li> <li>• Service Quality Management</li> </ul>	<ul style="list-style-type: none"> <li>• Levels</li> <li>• Analyses</li> <li>• Conclusions</li> <li>• Advising/Consulting</li> <li>• Budgeting</li> </ul>
T A S K S	<ul style="list-style-type: none"> <li>• Coordinating TM, defining strategies and aims</li> <li>• Creating and developing policies and practices</li> <li>• Follow-up of authority regulations and directives</li> <li>• Enhancing travel safety</li> <li>• Keeping abreast with current affairs and development in TM, suggestions for action</li> </ul>	<ul style="list-style-type: none"> <li>• Defining and implementing purchase strategy for TM</li> <li>• Negotiating purchase contracts, guidance and follow-up</li> <li>• Developing supplier relations and service concepts (travel agent's, other service providers and producers)</li> </ul>	<ul style="list-style-type: none"> <li>• Developing of payment systems</li> <li>• Acting as a coordinator between travel agents and service providers</li> <li>• Developing and implementing action plans and process models</li> <li>• Developing and monitoring customer satisfaction</li> <li>• Creating and developing a booker network (travel planners, coordinators and other actors)</li> </ul>	<ul style="list-style-type: none"> <li>• Mapping out cost savings, suggestions for actions, follow-up</li> <li>• Developing a follow-up system for monitoring travel structure, spend and volume</li> </ul>

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