

# VALUE ADDED 616

**Business Unit:** Wounded Warrior (Warrior Transition Battalion)

**Problem / Opportunity Statement:**

There are no dedicated means of transportation from the DMV airports to the Warrior Transition Battalion (WTB) for Service Members. Service members are stranded at airports across DMV area without knowledge management and resources to complete their mission to the WTB. There is an opportunity to better service our Soldiers by providing transportation and logistical support.

**Goal:** Design and implement a transparent process that escorts Wounded Warriors from their point of origin to the WTB within six hours of their arrival in the DMV.

**Significant Changes:**

- Detailed training plan.
- Standard Operating Procedures established.
- Established Commander's Critical Information Requirements for reporting.
- Went from three local airports down to one hub.
- Provided logistical support from point of origin to Wounded Warrior Regiment.

**Realized ROI:**

**Customer Experience:**

- Established formal infrastructure with sufficient detail, resources and infrastructure to support and sustain the coordinated effort of the movement of servicemembers from their point of origin to the Wounded Warrior Regiment – safely and securely.
- The entrance of service members to one singular airport during pre-determined times, help eliminate confusion and eliminates variation or variability.
- The standardizing of contact teams through dedicated trainings, has led to improved service member experience.
- This satisfaction is reciprocated to the WTB when more service members have less complaints or complications.

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- Customer satisfaction is greatly increased by having a designated contact team waiting to provide services upon arrival.

## **Financial Benefit:**

- Reduced vehicular expenses by \$50,000 annually due to Fort Belvoir Garrison providing internal support transportation.
- Eliminated servicemember out of pocket cost for transportation.

## **Time Savings:**

- Waiting times at airport and travel times are reduced by over 50% from 12 hours to less than six hours.
- Travel time for WTB staff reduced by 75% using one destination airport (Dulles).

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