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M5.2 Assignment

**Itinerary Planning Business**

A diagram of a flowchart

AI-generated content may be incorrect.

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| Inquiry Handling | 1 Hour |
| Trip Consultation | 1 Hour |
| Collect Planning Fee & Agreement | 1 Hour |
| Research & Itinerary Development | 5 Hours |
| Client Review & Revisions | 16 Hours (includes waiting time) |
| Final Delivery | 1 Hour |
| Post-Delivery Support | .5 Hour |

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| Estimated Cycle time: 25.5 hours |

**Optimizing the Itinerary Planning Process**

Eliminating Waste:

* Automate initial email responses and payment confirmations to save approximately 0.5 hours per client.
* Use pre-made itinerary templates to reduce research and formatting time by approximately 1.5 hours.
* Create a Frequently Asked Questions (FAQ) document to answer common client questions quickly, saving approximately 0.5 hour during the review phase.
* Combine research for similar destinations to avoid duplicating work, saving approximately 1 hour on average.

Estimated Time Savings: approximately ***3.5 hours*** per itinerary

Workflow Orchestration:

* Schedule all project milestones during the initial consultation to reduce back-and-forth emails, saving approximately 0.5 hours.
* Bundle research and itinerary development into one focused work session to maintain efficiency, saving approximately 0.5 hours.
* An online collaboration tool can be used to collect client feedback in one place, saving approximately 0.5 hours.

Estimated Time Savings: approximately ***1.5 hours*** per itinerary

Governance Models:

* A signed agreement and full planning fee payment are required before starting research (this prevents delays and saves approximately 0.5 hours).
* Keep a documented log of all client revisions to avoid scope creep (saves approximately 0.5 hour).
* Archive each completed itinerary systematically for future reference (saves approximately 0.25 hour per project).

Estimated Time Savings: approximately ***1.25 hours*** per itinerary

Combined Potential Time Savings: approximately ***6.25 hours*** per itinerary

This could reduce the total cycle time from approximately ***25.5 hours*** to approximately ***19.25 hours***.