

When is a Saving a Saving?

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Optimisation

Saving?

- Money not spent
- Something cheaper than it was before
- Getting a greater return on investment



What can you save?

- Money
- Time
- Energy
- The planet



\$ million dollar question



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In the world of business travel expenditure, when is a saving a saving?

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• **B:** When it's less than you paid last year

• **C:** When it's less than the corporate deal fare

• **D:** When it's less than the lowest logical fare on the route requested within a 2 hour timeframe on any direct flight from any airport within 20 miles but within policy on a preferred carrier



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The Devil is in the Detail



What can we measure

- Cost of service
- Cost of supply (flights, hotels etc)
- Adoption to policy, preferred and process
- Service performance
- Employee performance
- Company performance



John Ruskin

“It's unwise to pay too much, but it's worse to pay too little.

When you pay too much, you lose a little money — that is all.

When you pay too little, you sometimes lose everything, because the thing you bought was incapable of doing the thing it was bought to do.

The common law of business balance prohibits paying a little and getting a lot — it can't be done.

If you deal with the lowest bidder, it is well to add something for the risk you run, and if you do that you will have enough to pay for something better.”

What metrics will we use in the future?

