

Increased Competitiveness

Situation



A leading insurance firm wanted to double its operational capability in 5 year span

- Current process capability did not support expansion plans
- No robust framework for business support groups like underwriters, contract center, BSG, MIS and operations
- Employees not skilled to optimize growth plans

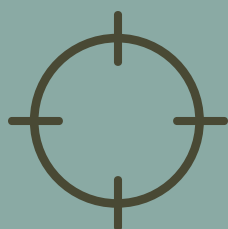
Approach



Waste identification through value stream mapping

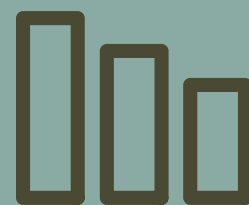


Organization wide VoC to understand stated and unstated needs



Qualitative and quantitative process analysis

Gap analysis and pinning high impact areas



Lean and six sigma principle led approach

Results



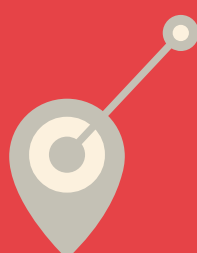
50% Reduction in turn around time of various support functions

BALANCED SCORECARD

Established BSC approach for performance evaluation



Employee cross skilling opportunity realized



Redefined operational philosophy from receptive to intuitive

Grow faster and be more competitive, talk to us how...