

Performance Improvement

■ **Financial Services** is an increasingly competitive marketplace and the ability to deliver high quality customer service at a competitive cost is a fundamental part of any business operation.

Our clients' operations are at the core of what they do. It is vital that they achieve excellence. We have extensive experience in increasing productivity, quality and service in operations and developing the management tools to support them.

Helping clients with...

Lean Six Sigma

Productivity improvement

Management and supervisor support

Process re-engineering and design

Helping clients to...

Assess the value and relevance of Six Sigma to your business and deploy Six Sigma and Lean techniques to eliminate variation from your processes, reduce waste, improve efficiency and enhance the overall capability of the operation.

Define, develop and implement a measurement framework for effectiveness, efficiency and cost effectiveness. Assess the performance against this framework and put in place the measures and disciplines to deliver improved productivity and lower costs.

Assess the performance of your management and supervisory team and, if appropriate, develop and implement 'Active Supervision'. This will include training supervisors, developing and implementing the appropriate support tools and measurement framework.

Analyse the performance of the critical business processes and redesign and implement new processes and tasks to achieve the agreed business objectives.

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Client Examples

Offshore division of Barclays

Process improvement of account opening processes, introduce Lean principles to eliminate waste, streamline the process flow, reorganise resources into cells and manage the flow of individual cases. Substantial reductions in elapsed times resulted and this in turn reduced the cancellation rate, which increased revenue.

Scottish Widows

Following a complete review of the current position, we made c30 recommendations covering IT systems functionality, operational management, productivity management, sales channels, underwriting and data capture. The proposals were implemented and achieved substantial cost and revenue benefits.

Lloyds TSB

Development of a process dashboard combining Six Sigma and Activity Based Costs to drive control and improvement of lending processes.