

Case Study

Finding Inefficiencies to Cut Delays



THE OUTCOME

We delivered improved processes with matching action lists and a road map detailing next actions. The project was rolled as an improvement initiative pilot to ensure quick wins. It was subsequently launched nationally, resulting in significant savings in the company's overall processing time. The project delivered cost savings, improved service delivery and significantly happier customers.



WE USED

- Process Management
- Change Management



INVESTMENT

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THE INDUSTRY

Banking and Finance



Sustainability

A significant reduction in the use of paper was achieved as a virtually paperless process was created.

The client said...

"There is a general negative perception about consultants but Petanque 'wowed' us with their business skills, tools and techniques as well as their professionalism in delivery....together we identified ways to optimize and standardize our processes ensuring customer centricity."

The roots of the challenge...

a) Legacy systems b) Negative connotations linked to the bad reputation of the particular business model c) No process or system standardization d) Excessive paper handling e) Duplication due to lost documentation and improper filing f) Lack of clarity on why, and which docs. were critical for implementation process.

What we did...

During client workshops we developed:

- a Strategy Board with a 5-year roadmap;
- business process maps, in "as is" and "to be" versions;
- a list of identified management elements and scenario timelines;
- improved, leaner processes by applying the Eliminating Waste Model;
- various Action Lists that would drive the improvement changes. Change Management was sprinkled throughout.



Executive Director • Managers • Customer Support Managers • Mentors • IT Managers • National Consulting Manager

People involved



THE CHALLENGE

Long time delays in an investment and implementation process created unhappy customers. The process required 60-90 days for approval plus a further 180 days for implementation, which was unacceptable.

This was the briefing...

Reduce the time required to complete the process by finding the inefficiencies.

This is what the client wanted from the process improvement:

- delighted customers
- efficient processes
- quicker turnaround
- reduced cost
- improved revenue



Strategy Specialist
Process Architect

People involved