

Lean Adoption for Workflow Management and Quick-Wins Automations

For a leading global consumer goods company with presence in around 190 countries

\$295k

Savings through process improvements / data analytics

\$55k

Savings through automation tools deployment

6

Automation tools developed locally



Challenges

The client faced the following challenges:

- Lack of end-to-end (E2E) process and workflow analysis to find out possible gaps and non-values tasks in the process chain
- Global technology providers found it difficult to deliver process efficiency
- Wanted to restructure the process by leveraging the maximum benefits from automation

Infosys BPM helped the client to create an improved data centric mindset by:

- Workflows revisions / E2E analysis
- Leveraging local automation (simplifying to do more)
- Stabilizing processes at a higher level



Solution

The Infosys BPM team took the following approach:

➤ **Process Re-engineering**

- Conducted Lean workshops to identify process bottlenecks and improvement opportunities
- Performed E2E process mapping to identify new opportunities in the ways of working
- Used data analytics and capability analysis to streamline workforce and enhance productivity

➤ **Governance**

- Defined a new governance model with data centricity
- Shared KPIs and data analysis, and discussed on a monthly basis to identify process opportunities and warning points

➤ **Automation**

- Deployed local VBA automations
- Assessed new technologies for the E2E process, and the document management system and electronic agreement tool for improvements
- Identified opportunities for RPA optimizations