Lean Adoption for Workflow Management and Quick-Wins Automations

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

<table>
<thead>
<tr>
<th>Challenges</th>
<th>Solution</th>
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<tbody>
<tr>
<td>• Lack of end-to-end (E2E) process and workflow analysis to find out possible gaps and non-values tasks in the process chain</td>
<td>The Infosys BPM team took the following approach:</td>
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<tr>
<td>• Global technology providers found it difficult to deliver process efficiency</td>
<td>➢ <strong>Process Re-engineering</strong></td>
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<td>• Wanted to restructure the process by leveraging the maximum benefits from automation</td>
<td>• Conducted Lean workshops to identify process bottlenecks and improvement opportunities</td>
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<td>• Performed E2E process mapping to identify new opportunities in the ways of working</td>
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<td>• Used data analytics and capability analysis to streamline workforce and enhance productivity</td>
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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

$295k
Savings through process improvements / data analytics

$55k
Savings through automation tools deployment

6
Automation tools developed locally

$55k
Savings through automation tools deployment

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

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