

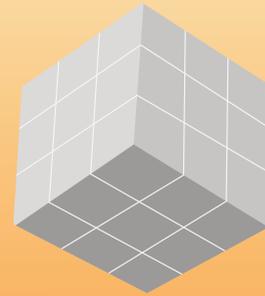
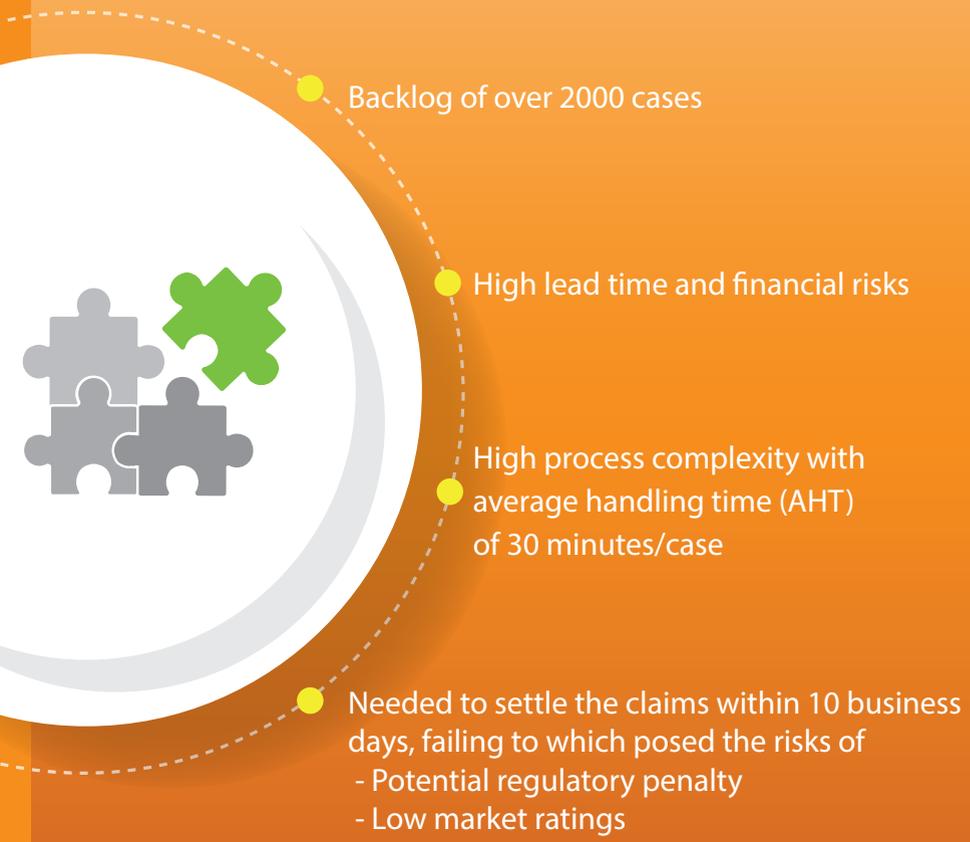
FIRST TIME'S THE CHARM

Reducing lead time
and potential risks time
through Lean.

The client is one of the largest
insurance and asset management
companies in the Netherlands.

CHALLENGES

The client faced below challenges with their claims process:



SOLUTIONS

Infosys BPM team deployed Lean methodology as the improvement lever to address high volume issue, to eliminate the risks of penalty and market ratings.

The Infosys BPM team deployed the following solution:

- ▶ Designed current and futuristic value stream map (VSM) for process restructuring
- ▶ Improved right throughput yield through Gemba walk, value stream mapping, value add, and non-value add analysis
- ▶ Conducted Lean training for 100% coverage
- ▶ Standardized the process and removed variation in AHT
- ▶ Deployed daily management board and other visual aids to increase sensitivity on the floor
- ▶ Created 24 process ideas, thereby building a pipeline for future projects



BENEFITS



The solution enabled the client to

- ▶ Reduce AHT which further reduced the FTE count
- ▶ Clear the backlog cases along with fresh volumes within the prescribed timelines
- ▶ Reduce the response time to customer 6 to 3 days



90%
Lead time reduction



90%
Improved team utilization



€11k
Potential penalty savings

For more information, contact infosysbpm@infosys.com

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