

Delivered increased profit of US \$0.21 million per annum by improving Curation Process efficiency

BUSINESS CASE

Customer Trends:

Chemical reactions Curation was delayed beyond commitment, as the productivity of the team was low; also leading to overstaffing

CHALLENGE

What is the Challenge

- High cycle time to execute each task
- NVA steps account for 46% of the total time
- Time spent on handling of exceptions by reviewers, accounts from 30-50% of the total time
- Process not documented with happy flows and exception flows

Where is the Challenge

In the curation process for chemical reaction

IMPACT

What is the impact

- Team overstaffed by 15% due to lower productivity
- High dependency on reviewers to help with exceptions and issues
- High turn around time of 2.5 – 3 months for employee induction, and their performance in an efficient and effective fashion

TARGET

What is the Target

- Improve productivity by a minimum of 10%
- Reduce cycle time by at least 20 minutes for each chemical reaction TAN (Task Allocation Number)
- Reduce dependency on reviewers to handle exceptions

OUTCOMES

Improved Profits

- Saving of ~170 person days per month i.e. 25% of team, which lead to a saving of USD 0.21 Million per Annum
- Reduced cycle time of ~31 minutes in the end to end process
- Improved productivity by 17% and reduced cycle time enabled employees to take up additional workload
- 85% of the non value added steps and tool wastes have been eliminated

Employee Engagement and Satisfaction

- Documented highly occurring exceptions in the process documents, for the self-handling of curators
- Reduced turnaround time of new associates getting ready to deliver by 37%

Delivered using:

KINDUZ Services: Continual Improvement | Culture Transformation | Leadership Augmentation

KINDUZ Intellectual Property: KBEF | KINDUZ Process Engineering Framework | QADES | AEIOU | VSM^e | LSSIB | The EPMA

