

# Increased profitability by improving People, Process and Technology Efficiency

## BUSINESS CASE

### Customer Trends:

- Market analysis suggested increased revenue from \$5 Million USD to \$20 Million USD in 2 years, if certain initiatives are successfully undertaken
- This also meant growing the team from 400 to 1,000 within 1 year

### Competition Trends:

- Process excellence is a key contributor to the efficiency of competitors, which is reflected in the lower rates they charge to their customers
- This also reflects in the reduction of errors, improvement in quality, better risk management and enhanced security

## CHALLENGE

### What is the Challenge

- Employees dependent on 7% of key people, who retain comprehensive domain and process knowledge
- Only 8% of processes and 1% of procedures were documented in a reusable format
- No standard metrics and method of benchmarking across teams
- No effective way to track performance, as visual controls and displays don't exist

### Where is the Challenge

Across all 7 verticals of products and services and their related support functions such as HR, IT, Finance, Admin

## IMPACT

### What is the impact

- Organization's intellectual property is not organized, documented and protected
- High dependency on few key people
- Organization overstaffed due to lower performance
- High turn around time for employee induction and performance in an efficient and effective fashion
- Not ready for surprise client audits

## TARGET

### What is the Target

- Improve productivity by 10% in prioritized processes
- Reduce dependency on critical associates by 70%
- Reduce turnaround time for new recruits to be job ready by 25%
- Reduce operational risks and contain costs
- Standardized Metrics for 100% of processes

## OUTCOMES

### Improved Profits

- Curation Process A: Saving of 170 person days per month
- Curation Process B: reduced from 47 minutes to 36 minutes per record
- Review Process: reduced from 75.6 minutes to 44.6 minutes per record
- QC Process: reduced from 26.4 minutes to 12.9 minutes per record
- Saved 52 Person Years of effort

### Increased Revenues

- Successfully supported the scale-up of revenue from \$5 Million USD to \$20 Million USD

### Leaders of Tomorrow

- Reduced turnaround time of new associates getting ready to deliver by 37%
- Increased number of associates with comprehensive domain knowledge by 30%

## Delivered using:

**KINDUZ Services:** Continual Improvement | Culture Transformation | Leadership Augmentation

**KINDUZ Intellectual Property:** KBEF | QADES | AEIOU | VSM<sup>e</sup> | LSSIB | The EPMA

