



CASE STUDY:

OPERATIONS EXCELLENCE IN INSURANCE

● The Burnie Group

EXECUTIVE SUMMARY

A leading national insurance company reached out to the Burnie Group to deliver and implement front-line staff leadership training, and ultimately provide full time employee cost savings. While being highly proficient at the production work of the role, front-line leaders were “siloed” in their own teams, lacked work volume forecasting methodology and reporting, and some team and departmental coordination methods.

The Burnie Group’s Operations Excellence program was implemented through weekly modules that include capacity and resource planning, performance dashboards, team huddles and coaching and feedback training.

The program leverages technology to map end-to-end processes and automatically capture the day-to-day activities of client team members. Through advanced analytics we painted a clear picture of individual, team and corporate performance, allowing for an increase in productivity while enhancing employee engagement and the customer experience.

CLIENT CHALLENGES

- While highly skilled, teams were not leveraging their counterpart teams to offset, coordinate, and share workload and staff.
- Reporting on work completed and pending was high level and provided limited actionable information
- Staff were not objectively and universally measured on performance, making performance conversations highly subjective and different from leader to leader. Measurement was almost solely based primarily on a small sample sized survey of customer experience.

"The program has allowed me to better plan my team's workload and set expectations in terms of how heavy the load will be on any given day and what my team needs stay focused and productive."

- Manager

SOLUTION

The Operations Excellence program was rolled out to approximately 1000 full time employees nationally. As performance tracking and work planning became part of their norm, much more thought was put into capacity alignment, managing backlog, and performance. Engagement was also heavily impacted by introducing the daily huddles (a short early conversation on progress, critical messages, priorities for the day, and general news) to front line teams.



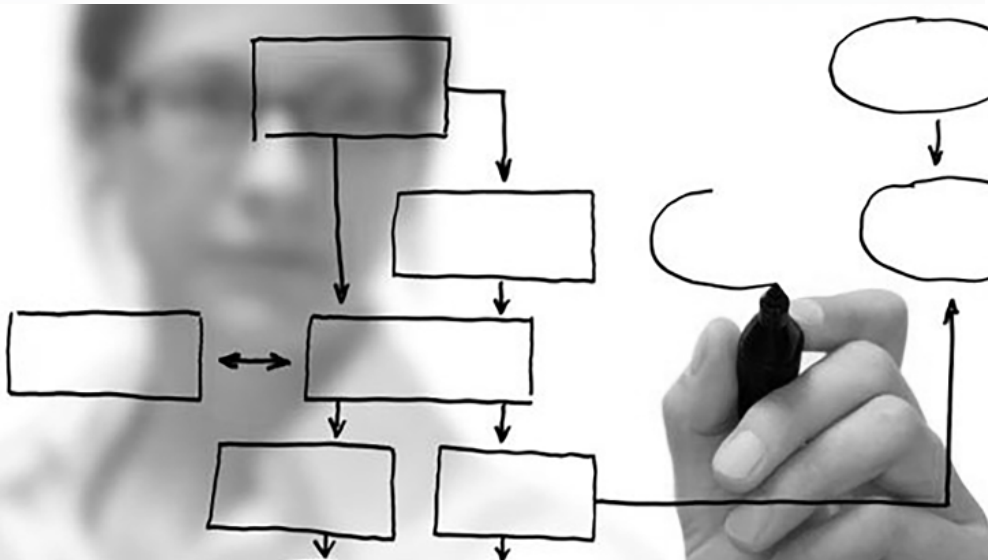
The operations excellence program spurred 22% Productivity growth.



The operations excellence program lowered the cost of service delivery to the customer by ~12%.



The operations excellence program delivered 11.3% FTE savings.



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In-depth insights in record time: Connect with us today to get started!

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