



Customer satisfaction increased due to shorter handle times and a higher percentage of calls not requiring escalation.



Call Center Productivity Increased 13.8%, generating \$500,000 in Annual Savings, in 90 Days

Situation

A global provider of call center/help desks, previously based in Detroit, Michigan, engaged MetaOps, Inc. for help in reducing high error and turnover rates in a key customer support group. The company was in danger of losing a key client and 140 jobs. The Leadership Team were demanding the issues be effectively resolved. MetaExperts™ from MetaOps, Inc. lead them to increase their productivity by 13% and see a \$500,000 annual savings increase in just 90-days of Lean Six Sigma Operational Excellence transformation.

Actions

In order to eliminate errors, increase productivity, and retain quality team members ultimately ensuring increased customer satisfaction, MetaOps, Inc. MetaExperts™ delivered an aggressive Lean Six Sigma business process improvement, leadership development, teambuilding, and training solution that included:

- Developing a customized approach to Value Stream Kaizen by training and developing an internal core team to rapidly identify and eliminate waste and variation while increasing morale.
- Conducting pre-work and an initial 3-day workshop where the team developed more than 50 action items tied to performance metrics and a robust action plan. All 140 employees in the center were impacted by the changes and improvements made.
- Coaching and mentoring the team to complete multiple rapid process improvement projects.

Results

1. Measured and improved calls

handled per hour resulting in:

- a. A 13.8% productivity improvement in 90 days,
 - b. A \$500,000 in annual savings, and
 - c. Service-level agreement levels remaining consistently at or above targets.
2. Customer satisfaction increased due to shorter handle times and a higher percentage of calls not requiring escalation.
 3. The company incorporated the practices MetaExperts™ delivered into their other areas of operations.

ROI

1. 13.8 % Productivity improvement
2. \$500,000 annual savings
3. Improved
 - a. Calls-per-hour worked
 - b. Call quality
 - c. Service level agreement performance
 - d. Speed to productivity in new hires
 - e. Workforce understanding, morale, and accountability
4. Reduction of second-level and tech support

Client Skills Required: Lean Six Sigma understanding and deployment, SOP (standard operating procedures) improvement, specialized call queue handling, data, continuous process improvement, leadership and training.

Contract Length: 90 days

Support by MetaOps, Inc. MetaExperts™: Lean Six Sigma training and implementation, Kaizen training workshops, facilitation, Value Stream Mapping, Operational Excellence, High-Performing Teams.