



# Operational Excellence diagnosis

Target your performance sources

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BANQUE - FINANCE - ASSURANCE - PROTECTION SOCIALE

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# Operational Excellence diagnosis

Challenge : Target your performance sources

**Background**

- Top managers seek productivity and client satisfaction gains but don't know where to start with
- Managers who don't achieve to assess objectively the business process quality
- Business processes bad or not described

**YOUR KEY ISSUES**



**OFFER OVERVIEW**

**1. A high value added diagnosis**

- ▶ On four operational performance factors : Time elapse / Quality / Productivity / Risk mitigation
- ▶ Based on statistical approach and Lean management tool kit

**2. Deliverables**

- ▶ Process cartography
- ▶ Highlighting sources of improvement and potential gains (measurable ROI): expectations, bottlenecks, reworking, sources of error, inefficiencies ...
- ▶ KPIs validation

**Pericles helps you identify the most promising levers of performance**

- ▶ Prerequisite for a process optimisation project

## Our approach

Get results in a few weeks



### Scoping

- Scope definition
- Clarifying expectations from the management (Voice of Business)
- identifying Key people and securing their availability
- Existing Data and KPIs collecting
- Collecting of incidents and other customers complaints



### Process cartography

- Total immersion inside your teams in order to :
  - Cartografy your real life processes
  - Reality check your existing processes
- Implementation of a measurement campaign over a few weeks in case of missing KPIs



### Process analysis

- Workshops with employees to identify tasks without added value for the Client
- Checking the adequacy of existing KPIs with management expectations
- Analysis of KPIs collected using statistical tools to test their quality and detect root causes of non-performance

# Operational Excellence Diagnosis

## References and benefits

### REBATES ACTIVITY DIAGNOSIS FOR A LIFE INSURER

- **Delay** : 5 weeks
- **Deliverables** : process description, KPIs setup and identification of key performance drivers

### IT DEPARTMENT DIAGNOSIS FOR AN ASSET MANAGER

- **Delay** : 3 weeks
- **Deliverables** : Identification of the inefficiency root causes of and recommendations

### HIGH-END ACTIVITY DIAGNOSIS FOR A LIFE INSURER

- **Delay** : 4 weeks
- **Deliverables** : New process cartography, Top most relevant processes to be optimised, new KPIs proposal

## Périclès Consulting benefits

Our **Performance analysis methodology** inspired from Lean Management concepts and tool kit.

Excellent knowledge of **your sector**: our consultants are business experts who immediately understand your organisation and processes. They rely on market insights acquired thanks to our previous missions and the twenty or so market studies carried out each year

Significant references for diagnosis in **Finance and Insurance sectors** on a large activity scale.