

Efficiency Plus Lowers Costs Boosting Profits and Productivity

What it is?

Efficiency Plus looks at your business operation. It examines your business processes, searching for weaknesses, ineffectiveness and shortfalls in quality. Where appropriate, it recommends improvements and works with you to implement them.

What it means for your business

- ✓ Reduces workload
- ✓ Reduces the time taken to complete tasks
- ✓ Increases customer satisfaction, leading to increased loyalty
- ✓ Liberates staff to add value

Free consultancy

Revelation Projects will provide one day's free consultancy working in your business looking at your processes. We will provide a report discussing areas for potential improvement.

Once you have considered our findings we will be pleased to talk to you.

To request a free day's consultancy please call John Acey on 01904 709551 or send an email to johnacey@revpro.co.uk

Case Study: Revelation Projects Improves Quality and Reduces Costs

The Brief

The client was receiving a large volume of complaints from customers. Most customers chose to escalate their complaint with the industry regulator. A significant number of customers were dissatisfied with the responses; consequently complaints were being re-opened, in some instances for a third and fourth time. This had created additional workload which meant that a backlog was developing. This was compounded by customers who were raising additional complaints regarding the delays. In the short term the client had made more resources available, however this was not sustainable. Staff morale was declining, customers were becoming frustrated and the regulator was being increasingly critical.

Revelation Projects was engaged to improve the effectiveness of process for handling complaints. The objective was to increase the percentage of complaints which were resolved during the initial contact.

The Outcome

The existing process was investigated. Following consultation with the client and staff a revised process was piloted. A small team were trained and mentored during the pilot. Following the success of the pilot the process was implemented across the operation.

In line with the original brief the following outcomes were achieved:

- ✓ 55% reduction in volume of complaints re-opened
- ✓ Proof to the Regulator that the client had a positive approach to resolving complaints
- ✓ Reduced customer dissatisfaction and increased confidence in the client
- ✓ Reduced back-log of complaints and time to resolve
- ✓ Improved staff confidence and morale

In addition there was an estimated 16% saving, equating to £650,000 over 5 years.