



# RETAIL BANKING CASE STUDY

## Lending services

### Program Objective:

- Augment existing lean program
- Increase throughput
- Provide better customer experience
- Unlock latent capacity
- Improve employee engagement
- Increase profitability

### Results:



#### Increased throughput:

- Increased new business by 33%
- Reduced unit costs by 50%



#### Increased output per FTE:

- Improved output from 0.66 to 1.22 loans per FTE
- Completed existing workload with 33% fewer resources



#### Service Improvement:

- Complaints rate dropped from 0.86 to 0.22
- Backlogs reduced by 85%



#### Culture improvement:

- Engagement scores increased from 3.21 to 4.16
- Absenteeism reduced from 6% to 4%
- Improvement driven by proactive management, communication and individual development

### Realization of benefits:

