

# MUTUAL FUND CASE STUDY

## Program Objectives:

- Gain flexibility in capacity to utilize resources where most needed
- Maintain high levels of service and employee engagement
- Drive efficiencies and reduce costs
- Improve communication and cross-skilling across departments
- Create a performance driven culture in which everything is measured and continually improved

## Results:



### Increase Throughput

- Increased efficiency by 107%
- Increased productivity by 97%



### Culture Improvement

- Employees who say they think of their work "as more than just a job" increased by +10 points (internal culture survey)
- Increased hours of training by 50%



### Backlog Reduction

- 61% reduction in backlogs



### Labor Cost Reduction

- Reduced overtime by 60%
- Increased value-add work output by 35%
- Capacity creation of 24%
- ROI of 4.7 : 1

## The realization of benefits

