

Employing Six Sigma Improvement Project

Helping client to reduce Process Escalation Rate

Problem Statement

As per client reports, the escalation rate from offshore teams across these processes was as high as 23%. High escalation rate from process leads to time and effort involvement from client team leading to low resource efficiency onshore.

Objective

This project was undertaken to understand escalation rate by process and identifying reasons for escalations with the aim to reduce overall escalation. The overall objective of the project was to reduce overall escalation to drive

- Reduction in rework onshore
- Improve customer satisfaction

Solution Approach

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- SIPOC
- Stability and Control Charts
- Fishbone Analysis
- ANOVA
- Hypothesis Testing
- RCA
- FMEA

The Output

- List of statistically significant variables causing the high escalation
- Quick win opportunities
- Process maps
- SIPOC
- Fishbone diagram
- Improvement plan
- FMEA grid
- Approximately 37% reduction in escalation rate