



“Future Made Simple”

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Client’s Industry: Healthcare - Orthodontics | Dentistry

Market Share of Companies

There are no companies with dominant market shares in this industry

Industry Statistics & Market Size

Revenue

\$11bn

Annual Growth 11-16

0.4%

Employment | Businesses

28,873 | 54,422

Challenges:

- High running cost
- High supplies cost
- Scheduling issues

Solution:

- We examined internal processes with regards with traffic flow, skills set, overall management of activities and potential risks
- We identified some several types of gaps including skillset and communication between offices. We selected SMEs and scheduled a training session
- We had a 3rd party software installation to assist tracking and scheduling to assist with management of traffic flow
- We set up a monthly material costs analysis and procurement outsourcing process which help to automatically identify which vendors are suitable for the business areas with volume discount
- We implemented policies and strategies to mitigate risks

Result:

- Successfully increase serviced clients per hour to 35%
- Cost reductions due to cancellations, walkaway, overtime and material costs by approximately \$12K/month per office
- Risks that were caused by inadequate training and policies enhancement are significantly reduced which increase service level