



EFFICIENCY
GROWTH
PERFORMANCE MANAGEMENT

SUSTAINABLE PERFORMANCE IMPROVEMENT...

Revenue Growth, Efficiency & Customer Experience

CONTACT CENTER + SUPPORTING BACK OFFICE



A Fast & Comprehensive Analysis of your People, Process & Technology

"A Contact Center Assessment for a Help Desk led to a call length reduction of 40% & improved service performance by 25%. Cost savings = over \$800,000 of OPEX dollars!"

The Contact Center Audit

Isolate cost savings & growth opportunities in Sales & Service departments

PURPOSE Identify ways to improve revenue, handle more contacts & process more work while enhancing Customer Experience... without cutting jobs or capital investment!

METHOD A short and inexpensive assessment method premised on Lean Six Sigma and Kaizen continuous improvement to identify the extent of the potential efficiency and revenue opportunities.

It includes a review of over 20 Key Business Drivers including:

- | | | |
|----------------------------|--------------------------|--------------------------------|
| ✓ Strategic Direction | ✓ Training | ✓ Telecom & Technology |
| ✓ Contact Types by Channel | ✓ Scheduling | ✓ Contact Flow & Queuing |
| ✓ Volumes by Channel | ✓ Performance Management | ✓ Financial |
| ✓ Workflow | ✓ Metrics & Targets | ✓ Reporting |
| ✓ Compensation & Staffing | ✓ Complaints Process | ✓ Contact Monitoring & Quality |

Optimizing for efficiency goes far beyond traditional metrics and telecom reporting. If your agents are multi-tasking, the odds are that you're missing out when it comes to productivity.

- **What is the current cost per contact minute / contact / transaction)?**
- **Do you have the right people doing the right things?**
- **Are you measuring and reporting on back-office work?**
- **Are you fully utilizing your technology?**

SINCE 1996 We have been doing this for 2 decades. We have numerous examples to share.

An Offer You Can Take to the Bank...

- ✓ **200% ROI Guarantee**

Reduce costs & improve sales while improving Customer Experience.

Call Today!



(416) 498-9440

www.ericyoungassociates.com



Common Issues...

- Inconsistent service & quality
- Costly operations
- No standards, measures or accountability
- Ongoing backlog
- Flat or erratic sales
- Underperforming people/teams
- Paying for overtime hours

CONTACT CENTER & EFFICIENCY CONSULTANTS

Operations Efficiency Audit • Learn our Method/Do it Yourself • Operations Interim Management • Transition Service (Cost) Center to Sales (Profit) Center • Training • Quality Monitoring • Vendor Management • Sales Campaign Design • SME Recruiting



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MEASURE SO YOU CAN MANAGE...

Treat Yourself to a Back-Office Lean Six Sigma Audit

CONTACT CENTER + SUPPORTING BACK OFFICE

Back Office activity is rarely measured or managed to the same extent as a contact center...

Why Not?

ERIC YOUNG ASSOCIATES®, known for the Contact Center Audit is now introducing a similar Assessment that targets Back Office departments – Now two Audit types!

✓ An Untapped Source for Efficiency Gains

Out of 11 Contact Center efficiency Audits, not one organization measured, managed or even questioned activity occurring in their Back Office departments.

Is your back office efficient?

- Do you measure Back Office production, quality, cycle time & error rates?
- Are there service metrics or standards?
- Is there redundant work?
- Are there multiple hand-offs?
- Are procedures time consuming?
- Do you ever have to pay overtime?
- Do you ever experience a backlog?
- What is the process capability?
- What is the cost per activity/transaction/case?
- Does Back Office work affect the quality of customer service provided by the contact center?

✓ Improve Customer Experience

METHOD

A Six Sigma efficiency expert will objectively analyze your operations using a very short proprietary assessment process.

- **Baseline & benchmark the cost per case/transaction etc.**
- **Establish process cycle time for 2 critical processes**
- **Calculate the waste**

- ✓ Duration – 2-3 weeks
- ✓ 2-3 days on-site
- ✓ Value Stream Map
- ✓ Brainstorming session
- ✓ 1/2 day Kaizen Event (covers 2 critical processes within 1 functional area)
- ✓ Final Report including prioritized opportunities + macro-level roadmap

\$2-\$10 of savings for every \$1 spent with us.
When we implement



Call Today!

Proven Results

- ✓ 100% achieve results without capital investment
- ✓ 200% average ROI
- ✓ Saved millions of OPEX dollars since 1996
- ✓ 95% of our clients either use us again or refer us



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