

Improved Productivity & Quality

About the client



Our client is a leading online search engine and captures huge footfall on the internet when it comes to online search

Business Requirement/ Problem Statement

Our client is replacing the existing last mile copper wire connectivity with g Fiber across many cities in US. The effort entails accurately mapping geo codes for all given addresses in a queue; Associates are required to accurately place markers over the rooftop / compound (labeling) using the imagery tool and other tools. The onshore team uses this data/mapping for their field operations. We also had to design an efficient and accurate network for Weaver Auto design algorithms using data resources by curating data according to agreed upon policy by Network Design Operations, Subject Matter Experts (SMEs) from a third party company and Auto Design engineers. After the team completes the curation of an area/city, the data quality is used for Auto Design. There was huge backlog on the Quality checks of 20K that needed to be cleared. Also the target was to enhance team productivity and quality of labeling and data.

Methodology

Strategic Capacity Planning

Productivity Tracker

Training & Feedback



Goal

- Reduce backlog on Quality Checks
- Increase agent productivity (issues per hour) and quality of deliverables
- Increase Quality Checkers productivity (Issues per hour)

Approach

- Strategic operations workflow planning ahead of the project road map to ensure optimum utilization of resources
 - Manage resource flexibility (cross training associates as quality analysts) to pitch in to clear QC backlog
- Lateral movement in QC Team provided to top performing labelers as reward for good performance
 - Defined targets & Implemented hourly productivity tracker
- Increased On- floor presence of Leads for constant monitoring and enabling higher productivity
- Analyzed the Top errors and scheduled process refresher sessions
 - Worked with Metrics team to create process level dashboards
 - Inception of the Special Ops Team
- Evaluate Product quality based on Proactive fortnightly audits/analysis done to check for data accuracy
 - Upfront evaluation on unintended edits done on Maps data by associates and correcting data to prevent potential client escalations

Impact

- Proactively anticipated client needs and hired 33% additional staff at our cost which enabled the client to meet unplanned forecasts
- 57% staff from employee referral channel vs. industry bests of 30%
- Intelenet achieved a 90% RFF as compared with 50% by competitors
- Achieved a graduation rate of 85% against industry best practice of 75%
- Achieved 75% of the SLAs 60 days ahead of schedule & 100% SLAs within schedule
- Achieved 103% Quality target ahead of schedule