



Process Improvement– Repeat Call Reduction

Project Overview

Overview:
Project aimed to increase FCR, improve CSAT & reduce call wait time

Problem Statement:
Repeat Call% at 27.6% with a contact rate of 3.2 leading to high customer dissatisfaction

Goal Statement:
Reduce Repeat Call% from 27.6% to 18% by Apr 2014 with reduced contact rate of 2.2

What we did?



Six Sigma DMAIC methodology:
Improvements made to existing process & people capabilities



Process re-engineering:
3 way conference to replace sending Letter of Authority
Front line empowerment to reduce transfers and reduce call backs



Tools and Trainings deployed:
Special Resolution team created to manage >3 repeats to reduce repeats and enhance customer experience
Call Reference guide developed to improve usage of knowledge base

Achievements

