



PLAN • PROCESS • EXECUTE • RESULTS

COMPANY: Automotive Titling Company

ISSUE: Company is responsible for processing registration and titling requests on behalf of large fleet owners and automobile dealers. Previously, registration and titling requests followed a complex process involving several personnel, resulting in numerous errors and wide processing timelines. Error processing was done manually, resulting in significant additional cost to the Company. Further, the existing telecommunications and computing systems were inadequate to handle existing workloads. Finally, the CEO was not providing adequate support to his employees.

ROLE: Engagement Director

HIGHLIGHTS

- Leveraging LEAN techniques
 - worked with employees to document existing workload processing flows and opportunities for improvement
 - Facilitated development of more streamlined workflows
 - Identified organizational changes to better align employee interests with job responsibilities
- Completed High-Payoff Workshop™ with Company CEO. Facilitated working session with all company employees, with employees sharing and obtaining CEO understanding and buy-in to new process flows.
- Reaffirmed need to update telecommunications system and new technology system to enable expanding workload.

RESULTS

- Client generated benefits in excess of 3 times the consulting fees. Benefits included reduced order processing times and reduced error rates. CEO more accessible and responsive to employee needs.