



PLAN • PROCESS • EXECUTE • RESULTS

COMPANY: Regional Cement Manufacturer

ISSUE: Company, a division of a German company, was processing various types of orders inconsistently, with unacceptable results. Further, the Company was handling customer inquiries in an inconsistent manner, thereby providing substandard customer service.

ROLE: Engagement Manager

HIGHLIGHTS

- Worked with team of consulting and client resources to document existing order processing procedures and opportunities for improvement
- Directed team development of standard, optimal order processing standards, with associated swim flow diagrams
- Developed alternative strategies for the development and implementation of a central customer service center
- Obtained senior management buy-in to new order processing standards and customer service center implementation plan
- Managed client relationship and implemented enhanced engagement techniques to insure timely development of all deliverables, within budget

RESULTS

Company established standard procedure and environment for processing orders, to reduce defect rates and provide consistent high quality responses to customer inquiries.