



Project with a transportation firm improves operating income \$4.9M through process excellence and performance management

Organizational Context

Business lacked the tools, methodology, and organizational discipline to critically evaluate business processes and effectively manage staff utilization.

Critical Business Issue

- The diversity of work made it nearly impossible for the organization to accurately model staffing requirements with the techniques it had in force
- Business leaders lacked a discrete understanding of employee workloads and work complexity
- No systematic method existed within the organization to measure employee performance

What We Found

- Staff effort was often not aligned with business value and/or customer experience
- 35% underutilization of staff resource across 12 departments within the business
- Frustration amongst leaders as they felt powerless to manage employee performance

What We Promised

- Best practices established across 80% of key work drivers within the organization
- Significantly better performance management tools and techniques using ABM principles
- Supervisor and manager training on new performance management methodology

What The Client Said

"Stractics brought a tremendous level of scrutiny and analysis to our business, which was very eye opening, and at times disconcerting. Stractics showed us things we didn't previously know. They taught us to critically examine everything we do and in that process we became a far more efficient company."

Controller and VP of Finance

What the Client Achieved in 24 Months

Operating Income Improvement

\$4.9 MM, ROI of 5:1

24%

Improvement in
Productivity

18%

Improvement in
Labor Cost

31%

Improvement in Efficiency
of Key Work Drivers

15%

Improvement in
Turnaround Time

How We Worked With The Client

- Completed six different projects over two years
- Worked with two to four departments at a time, each with 50-200 FTE in scope
- Conducted nearly 100,000 side-by-side observations of work activities; trained leaders on observational techniques and best practices along the way
- During each project, identified 15-30 process improvement opportunities and worked with the business to implement the desired future-state
- All projects delivered a minimum ROI of 3:1, while several exceeded an ROI of 7:1
- Embedded client personnel on all project teams
- Starting with the fourth project, client brought Stractics' methodology in-house and began applying it to the rest of the organization