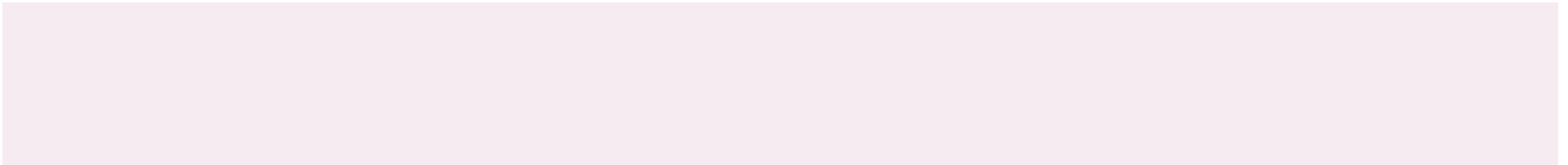




Project Name : Effort Reduction In developing process dashboard



Charter

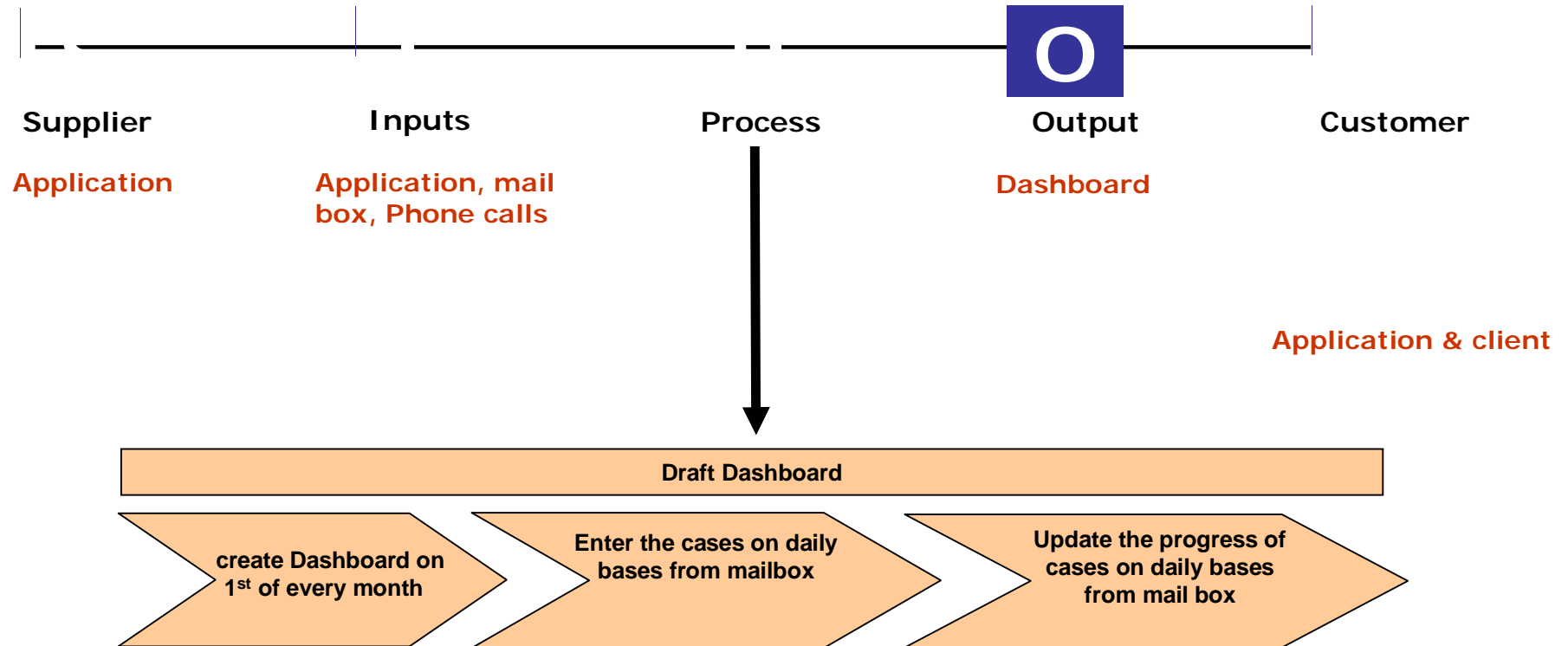
Project Name	Effort Reduction in Developing organization Dashboard						
Process Name	XXX				Project Leader	XXX	
Project Sponsor	XXX	Black Belt	XXX		Team Members	XXX	
Business Case		Problem Statement			Goal Statement		
XXX Bank is one of the major Organizations in the field of Investment Banking worldwide. XXX team is providing a global support to 27 applications from past three years and works in shifts. We raise the case / tickets (Tool provide by client to track the issue) to track the steps used to resolve the issue and then prepare Dashboard. It has been observed raising tickets & preparing Dashboard involves rework. Reducing the Rework would lead to efforts savings		It has been observed that recording one transaction in the dashboard takes 10 minutes. On an average there are 100 transactions recorded per month . (data to be provided by gurpreet on the no of transactions entered in the dashboard for the previous months: atleast total 6). Annually 200 hours is spent on dashboard preparation. Reducing this time would lead to efforts savings, reduction in duplication & increase in resource utilization.			Reduce the time spent in Dashboard Preparation from 13 minutes per transaction to 5 mts per transaction by 15 July 2008		
Project Scope Includes		Project Scope Excludes			Project Milestones		
Dashboard, XXX Service Team		Change in process and application			Start Date : 2nd Feb		End Date: 15th June
					Milestone	Target Date	Act. End Date
					Define		
					Measure		
					Analyze		
					Improve		
					Control		
Project CTQ Details		Estimated Benefits			Project Charter Signoffs / Dates		
Time Spent in Recording a Transaction		\$ 100 / Hr			Project Leader		
					Sponsor		
					BB		

Projected Savings

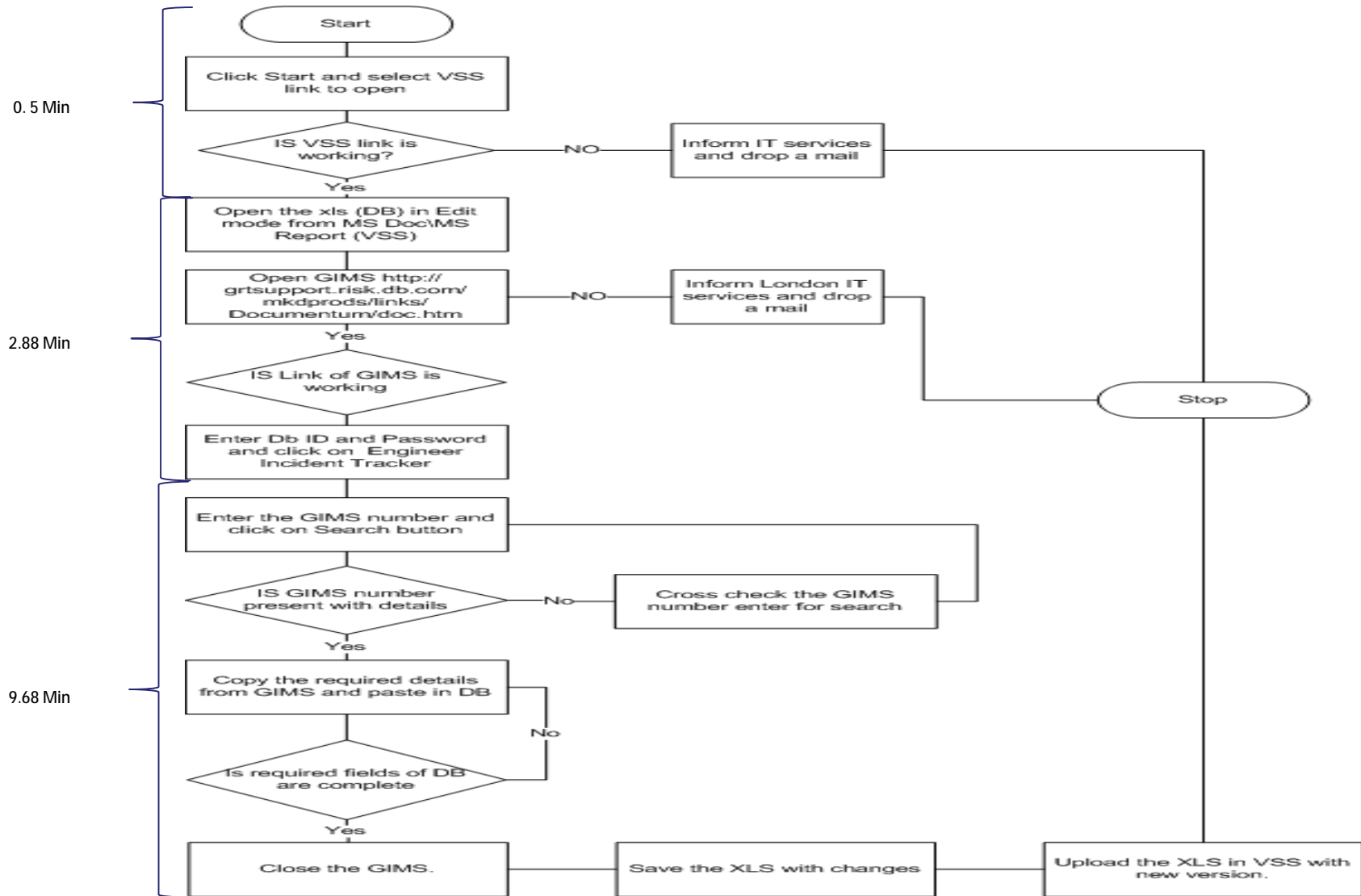


Savings Calculation	
	Projected
Average request per month	115
Average time to update 1 request in dashboard in MINS	13.07
Cost per FTE per HH	44.86
Time Spend in New Process in mins	5
Time Saving per Req in mins	8.07
Time Saving per Req in Hrs	0.1345
Total cost saving per request	6.0
Total cost saving for all req	693.8
Total cost saving P.A.	8326

COPIS



Pre Improvement Process



Data Collection Plan



STEPS TO UPDATE CASES IN Database

Click on **Start**

Go to **Programs -> Application**

Open Application

Open Main folder(\$)

Open **Docs** folder

Search and Open **Report** folder

Click on current year folder

Now on right hand side search for current month Dashboard file

Right click on current month Dashboard file and press **edit**

It will ask whether to open the file in edit mode or not

Press **OK** to open it in edit mode

Now it will ask to enter comment

Enter comment or leave it blank and Press **OK**, it will open a excel sheet

Now to enter the details for a case open

Enter Database email id and password

Click on the option **Tracker**

Now Search for the case whose details need to entered in Dashboard

Press **edit** button

Search and Enter the details from Application to Dashboard excel sheet ID

Search and Enter the details from Application to Dashboard excel sheet Priority

Search and Enter the details from Application to Dashboard excel sheet Type

Search and Enter the details from Application to Dashboard excel sheet Case login Date & time IST

Search and Enter the details from Application to Dashboard excel sheet Case Ack. Date & time IST

Search and Enter the details from Application to Dashboard excel sheet Case Update Date & time IST

Search and Enter the details from Application to Dashboard excel sheet Shift

Search and Enter the details from Application to Dashboard excel sheet Location

Search and Enter the details from Application to Dashboard excel sheet Server

Search and Enter the details from Application to Dashboard excel sheet Application

Search and Enter the details from Application to Dashboard excel sheet Category

Search and Enter the details from Application to Dashboard excel sheet Status

Search and Enter the details from Application to Dashboard excel sheet Total Time Spend

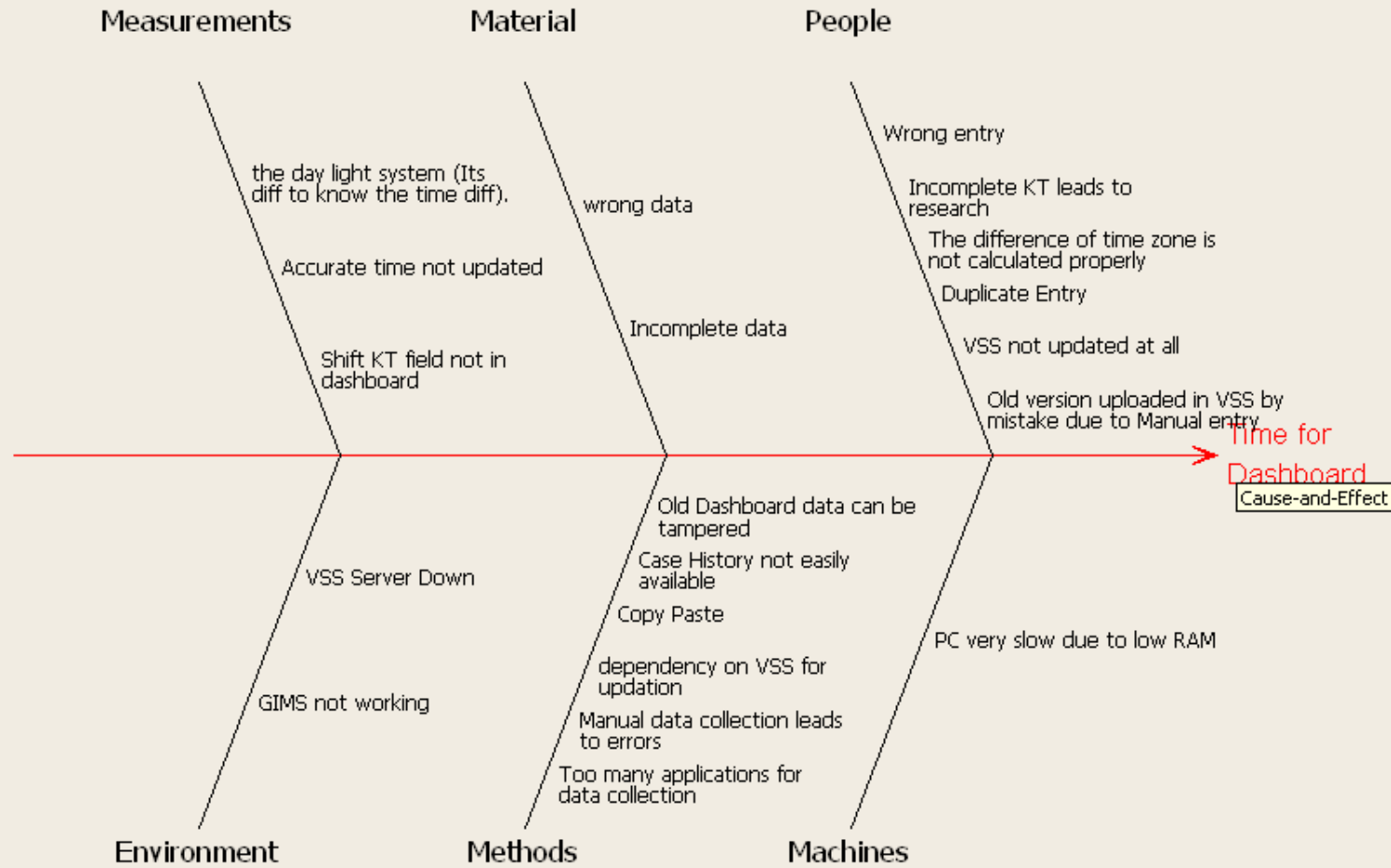
Save and Close the excel sheet

Now on right hand side search for current month Dashboard file (**Step 9**)

Right click on current month Dashboard file and press **Check in**

Fishbone

Cause-and-Effect Diagram

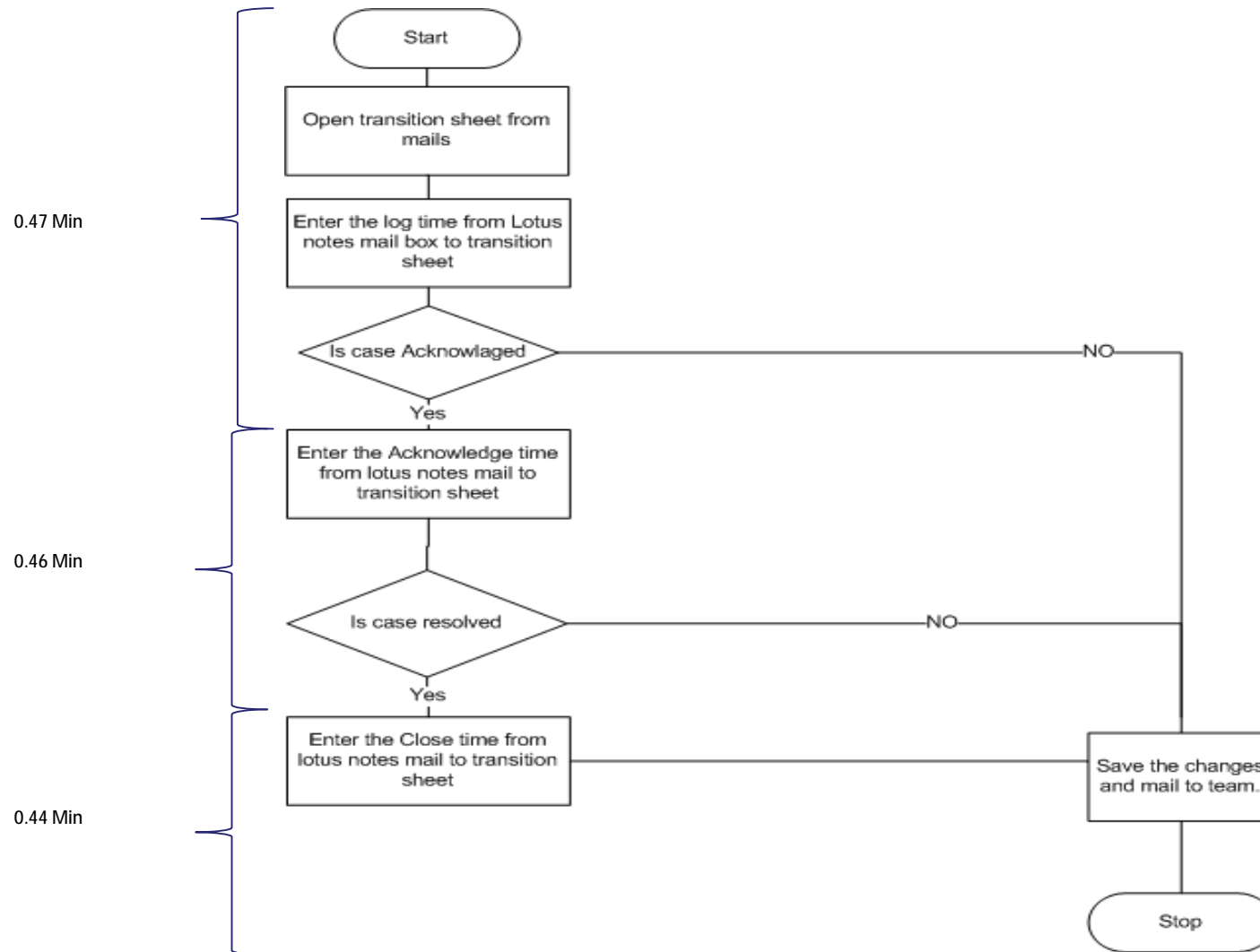


Action Plan



Category	X's	RATING	Recommendations	Any document to be created	Target Date	Pilot Date	Responsibility	Status
People	Wrong entry	1	Training would be provide for proper entry of task & weekly cross check	Document	13th June'08	13th June'08		Closed
	Incomplete KT leads to research	1	Repository can be prepare which contains whole History of cases	Transition Report.xlsx	4th June'08	13th June'08		Closed
	The difference of time zone is not calculated properly	1	Single time zonal would be use for calculation the difference of time					
	Duplicate Entry	1	If any tool can be designed which prevents the duplicate entry	Transition Report.xlsx	5th June'08	13th June'08		Closed
	System not updated at all	1	Daily(In progress case) or Weekly cross check					
	Old version uploaded in system by mistake due to Manual entry	1	Manual entry can be avoid by preparing One master tool	Transition Report.xlsx	4th June'08	13th June'08		Closed
Method	Too many applications for data collection	2	If any single tool can be designed for data collection					
	Manual data collection leads to errors	2	Daily(In progress case) or Weekly cross check					
	dependency on system for updation	2	One master report should be there	Excel Sheet	4th June'08	13th June'08		Open
	Copy Paste	1	Design a tool where we need not to do copy paste	Transition Report.xlsx				
	Old Dashboard data can be tampered	2	A tool can be degined where once the task is closed it got locked or password security needs to be applied.	Transition Report.xlsx	4th June'08	13th June'08		Closed
Environment	wrong data	2	Daily(In progress case) or Weekly cross check					
	Incomplete data	2	Daily(In progress case) or Weekly cross check					
	Accurate time not updated	2	IST to be used for logging the case(No need for time zone calculation)					
	Shift KT field not in dashboard	2	A tool can be designed where shift KT details are available	Transition Report.xlsx	4th June'08	13th June'08		Closed

Improved Process Map



Control Phase



Process Step	Potential Failure Mode	Potential Effect(s) of Failure	Severity	Potential Cause(s) of Failure	Occurrence	Current Controls	Detection	RPN
Wrong entry	Team members are not aware of how and what to enter	This will impact the client deliverables	3	No proper KT	3	KT manual includes information about the same	3	27
Duplicate Entry	Updating without a review	Difficult to know the actual number of requests	1	Work Load/Wrong entry	1	Validation has been implemented. The Sheet does not allow a duplicate entry.	3	3
		Delay in reports	9	More time spent on validating the data/report	1	Validation has been implemented to restrict the duplicate entry	3	27
Incomplete data	Team members are not sure about the timings of case received on call	Wrong information goes to the customer due to incomplete data	9	Timings are not saved in phone instrument	3	Even a case received on call a confirmation mail is sent once a case is resolved	3	81
Accurate time not updated	Mails with same subject	This will lead to wrong MTTR/METR	9	Data picked up from follow up mail with the same subject	3	Cross verification by team lead	3	81
Wrong case status	Case is wrongly updated	wrong reports generated	3	Forgot to update	1	verification by team/lead	1	3
Case in not closed on time	User confirmation is not received/Human error	Data can be changed	3	confirmation is not received	1	Task is not closed as soon as it is closed	1	3
	Error message received while updating the file	Reports not completed	1	Unaware of the usage & error messages of software	1	KT manual includes information about exception handling	1	1
Dates are to be updated in particular format	dates are not updated in format	MTTR is not generated	9	Format is not defined	1	tool tip will display with format of date	1	9

Actual Savings



Savings		
	Projected	Actual
Average request per month	115	115
Average time to update 1 request in dashboard in MINS	13.07	13.07
Cost per FTE per HH	44.86	44.86
Time Spend in New Process in mins	5	1.5
Time Saving per Req in mins	8.07	11.57
Time Saving per Req in Hrs	0.1345	0.19283
Total cost saving per request	6.0	8.7
Total cost saving for all req	693.8	994.8
Total cost saving P.A.	8326	11938



Thank You

