

Case Study 1

An FTSE top 100 Insurance Company wanted to close down a local HR administration and Payroll department and move the more traditional HR and payroll roles and responsibilities of the team to their head office based teams, where line managers take a more proactive approach to HR administration activities and people costs.

We used Six Sigma methodologies to identify, measure and baseline the current business processes. Each process was analysed as to whether it meet the head office criteria or should be devolved back to line managers.

Processes were then mapped using the SIPOC method and those that were not effective were improved and/or re-designed using DFSS or DMADV which ever was applicable.

A communication and awareness plan was created for the business to educate line managers on the new processes and procedures.

Several paper-based processes were eliminated and replaced by automated processes saving the business two heads and a significant amount of non-value added activities each year.