

LIFTING OPERATIONAL EXCELLENCE: HOW WE HELPED A GLOBAL SUPERANNUATION FIRM TAKE CONTROL OF ITS WORKFLOW

Australia’s leading superannuation and pension administration specialists wanted to overhaul parts of its business model to deliver enhanced benefits to shareholders, clients and staff. The company called on Enlighten to assess its operations with a focus on amending workflow and resourcing issues.

Collaborating to improve processes

Enlighten® partnered with the company to implement an Operational Excellence program that improved workflow management, underpinning increased staff satisfaction. The Operational Excellence program was rolled-out across approximately 1000 FTE, 34 teams across two states and consisted of four phases.

Achieving measurable results

Together with Enlighten, the client was able to achieve the following within **four** months:





Identifying problem areas

Prior to engaging Enlighten's expertise, the client lacked the appropriate resources and knowledge to effectively track workloads and deliver on service expectations. With a lack of standardisation of activities and functions, employee performance and productivity levels were suffering.

Enlighten achieves superior operational excellence

Enlighten implemented a holistic approach to deliver on the company's goals. The four-phase operational excellence program was able to drastically improve some of the business issues faced by the firm. The program created benchmarks for work processing to fully understand workloads and resourcing requirements while managers were trained to be more proactive which led to better control of work. Enlighten's Operational Excellence program also assisted in freeing up time to dedicate to training – thereby encouraging

professional development which resulted in increased staff performance and satisfaction. Overall staff satisfaction was tracked via the implementation of structured culture surveys which provided real-time feedback to managers. A strong focus on utilising hours to lift productivity also helped to identify potential weak points that were eliminated through the tracking of comprehensive reporting tools. As well as creating long-term operational benefits, the operational excellence program allowed managers to identify and implement quick wins and process improvements where appropriate.

With these tools and knowledge, the company has been able to better ascertain daily workload and performance levels, which has elevated the company's productivity and engagement. With Enlighten's help, the company has been able to enhance employee satisfaction along with productivity, streamline workloads and reduce costs to the tune of \$2.66 million.