

Sharma Analytics

DATA INTO INFORMATION

OUR WORK: DATA-DRIVEN PROCESS IMPROVEMENT

For process improvement initiatives to be successful, a robust combination of disciplines must be part of the equation. Time-studies, process costing, and technology planning experience is required for an organization to see a strong ROI.

OUR PROCESS

- Current process mapping
- Operational data collection and validation
- Data gap analysis
- Process/Service costing
- Automation opportunity identification
- ROI Calculation
- Capacity to Capability matching
- Implementation planning

PROJECT SPOTLIGHT NON-PROFIT

ISSUE: A nonprofit fielded thousands of phone calls a day and received hundreds of mailed applications for assistance each day. Many phone calls were never answered. The time to process an application was in the weeks. Prospective clients in distress were in the dark about their applications.

SOLUTION: After reviewing phone call data we found that 85% of phone calls were from people seeking the status of their mailed application. We implemented an automated way that applicants could check on the status of their application. A texting service was put in place that allowed applicants to apply for aid by phone.

✓ **We reduced inbound calls by 65% and application processing time by 80%**