**Sahaj – Role, Responsibilities & Presentation Script for EverSure BPM Project**

**🔹 Role in the Project:**

**Primary Role:** Issue Register Development (Co-lead)  
**Secondary Role:** Presentation Development (Co-lead)  
**Collaborative Role:** Contributor to Redesign Ideation and Review

**🔹 Responsibilities Breakdown:**

**📌 Issue Register – Identification & Analysis**

* Collaborated with Vibhu to identify and articulate **3 major process issues** in the as-is workflows.
* Mapped each issue with:
  + Description
  + Impact
  + Supporting evidence from the case
  + Relevant assumptions
* Focused on systemic inefficiencies such as **IT fragmentation**, **unproductive lead handling**, and **process delays**.

**📌 Presentation Preparation – Co-lead**

* Co-developed and refined the **PowerPoint presentation** for the group.
* Focused on slide aesthetics, transitions, visual emphasis on BPMN models, and clarity of redesign logic.
* Assisted in coordinating **speaking segments**, making sure all team members were aligned.

**📌 Redesign Ideation Contributor**

* Brought insights from the issue register into the redesign brainstorming sessions.
* Evaluated how each redesign proposal would address specific root causes and affect **time, cost, or error rate**.

**🔹 Key Concepts Sahaj Should Understand**

**💡 Business Process Concepts**

* **Process Issues vs Symptoms:** Understanding how to isolate root causes
* **Performance Measures:**
  + Time delays
  + Error frequency
  + Lead conversion rate
  + Cost per transaction
* **BPR Principles:**
  + Integration
  + Standardization
  + Empowerment
  + Exception Handling
  + Case Manager
* **Stakeholder Impact Awareness:** How each issue affects the company, customer, and employees

**💡 Contextual Awareness**

* EverSure is dealing with outdated systems, slow manual processes, and weak digital lead qualification.
* The issue register is meant to **guide targeted redesigns**, not just describe problems.
* Sahaj’s work supports building a redesign strategy that is **realistic, measurable, and strategically aligned**.

**🎤 Sahaj’s Full Presentation Script (First Person)**

**Slide 1 – Title Slide:** Hi everyone, I’m Sahaj. I co-authored the issue register for this project and helped build the presentation you’ll see today.

**Slide 2 – Project Overview:** EverSure’s challenge was that they had two very different sales processes that didn’t talk to each other. Our job was to find the problems, model both workflows, and then build a new unified process.

**Slide 6 – Issue 1: Disconnected IT Systems:** One of the issues I helped identify was the lack of integration between systems—CNTR and OPER for traditional, and INSU and AUIN for digital. This created duplicate data entries, errors, and missed opportunities to track the full customer journey.

**Slide 7 – Issue 2: Long Waiting Times in Traditional Process:** Traditional workflows had a lot of delays—customer reports took a week, and meetings took even longer. These idle periods made it hard for EverSure to reach more potential clients, even though the product was high value.

**Slide 8 – Issue 3: Poor Lead Quality in Digital Process:** The digital flow suffered from the opposite problem—things moved fast, but without enough filters. Over 70% of potential clients never responded. That’s a big waste of time and marketing spend.

**Slide 9 – Summary of Issues:** These three issues are what informed our redesign proposals. Each issue pointed to a different root cause—**system gaps, poor time utilization, or ineffective automation.**

**Slide 10 – Redesign Proposals:** While my teammates explain the solutions, I want to emphasize that we didn’t propose random fixes. Each redesign targets a core issue. For example, integrating all systems tackles the data duplication and fragmentation issue directly.

**Slide 12 – Expected Benefits Overview:** Thanks to these changes, EverSure can expect better time efficiency, higher conversion rates, fewer errors, and €20,000 in annual IT savings.

**Slide 14 – Conclusion:** I’m proud that our issue register wasn’t just academic—it directly drove meaningful changes that will help EverSure grow and modernize.

**Slide 15 – Q&A:** Happy to answer questions about how we identified issues, what assumptions we made, or how we ensured each problem had a strong solution.

✅ That wraps up Sahaj’s section! Let me know if you'd like a combined team presentation version or summary next. }