



TEAM LEADER ROLE : CASE STUDY ANALYSIS

SUBPOENA RESPONSE UNIT

Presented by : Aakriti Mittal

Job Role : Operations Support (Legal-Fulfillment)



OVERVIEW

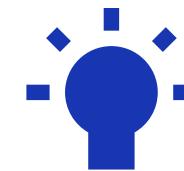
Essential traits and skills for effective team leadership include strong communication skills, emotional intelligence, problem-solving abilities, and strategic thinking.

Effective communication is vital for successful leadership, whether it's communicating clear expectations or providing feedback to team members.

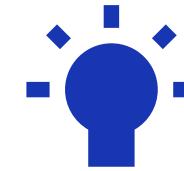
Strategies for achieving this could include setting clear goals, providing feedback and recognition, fostering a positive team culture, and offering opportunities for professional development.

In this presentation, we will explore the key elements of effective team leadership and discuss strategies for achieving success in this critical role.

AGENDA [PART-A]



Implementation of specific output targets for each of the process (indexing, decisioning and fulfillment) and improvement in the output of the team.



Metrics used for the improvement in the performance of the team.



Measures to be taken if metrics and/or output targets are not met.



Process improvements and implementations for the current process gaps .



Reduction in external escalations.



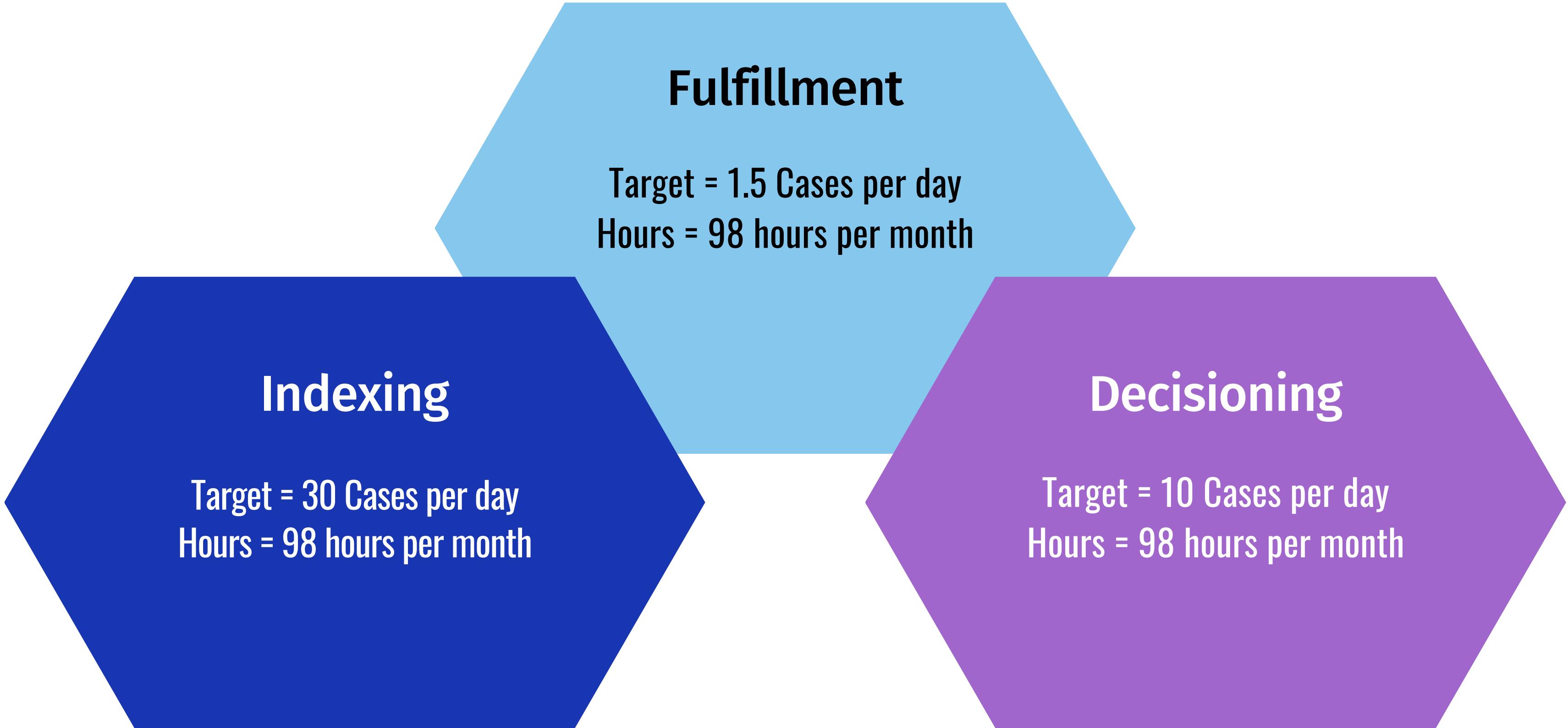
1. Implementation of Specific Output Targets and Improvement in Team Output.

- **Analyze current performance:** Start by analyzing the current performance of your team for each process. Look at the current output and identify areas of improvement. This can help you set realistic targets.
- **Set specific output targets:** Based on your analysis, set specific output targets for each process (indexing, decisioning, and fulfillment) that are achievable but also challenging enough to encourage your team to improve.
- **Identify improvement opportunities:** Identify areas of improvement for each process. This could involve streamlining the process, reducing errors, eliminating bottlenecks, or improving communication.

- **Develop an improvement plan:** Once you have identified areas of improvement, develop a plan to address each area. This plan should include specific actions that your team can take to improve their output. Assign responsibility for each action and set a timeline for implementation.
- **Provide training and resources:** Provide training and resources to your team to help them improve their skills and knowledge. This could include training on new tools or technologies, providing access to additional resources, or providing coaching and mentoring.
- **Monitor progress:** Monitor progress towards the output targets and track improvements in the output of your team for each process. Use data and metrics to measure performance and identify areas that need further improvement.
- **Continuous improvement:** Process improvement is an ongoing process. Continuously review and refine the process to ensure that it remains efficient and effective. Encourage your team to provide feedback and suggestions for improvement, and make sure to incorporate these into your improvement plan.



Pictorial representation of Targets



Mission

Improvement in the output of the team can be done using Agile sprint meetings.

One would be ready to achieve smooth and effective output of the team in no time if these 4 steps of Agile meeting are followed:

SCRUM meeting





- 01 SPRINT PLANNING MEETING**
Decide on objectives and divide tasks and responsibilities by keeping the target and quality in mind.
- 02 STANDUP MEETING/SCRUM MEETING**
Quick pulse check should setup the team well for the day which do not eat too much time.
- 03 SPRINT REVIEW MEETING**
Enables the team collect feedback on the work items that have been completed.
- 04 SPRINT RETROSPECTIVE MEETING**
Enables to check performance of team members in the previous sprint and act as sprint review before the start of next sprint.

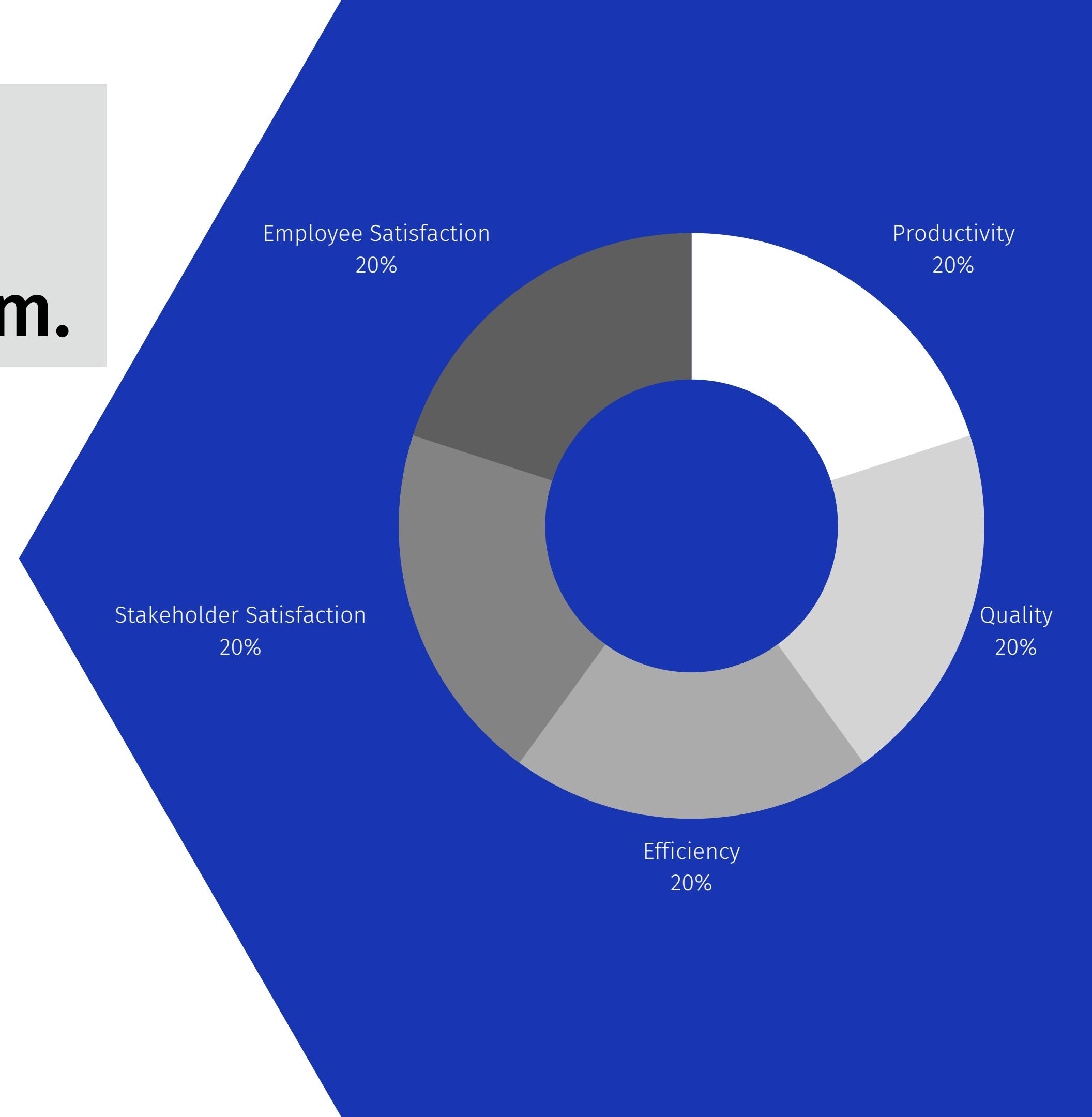


Vision

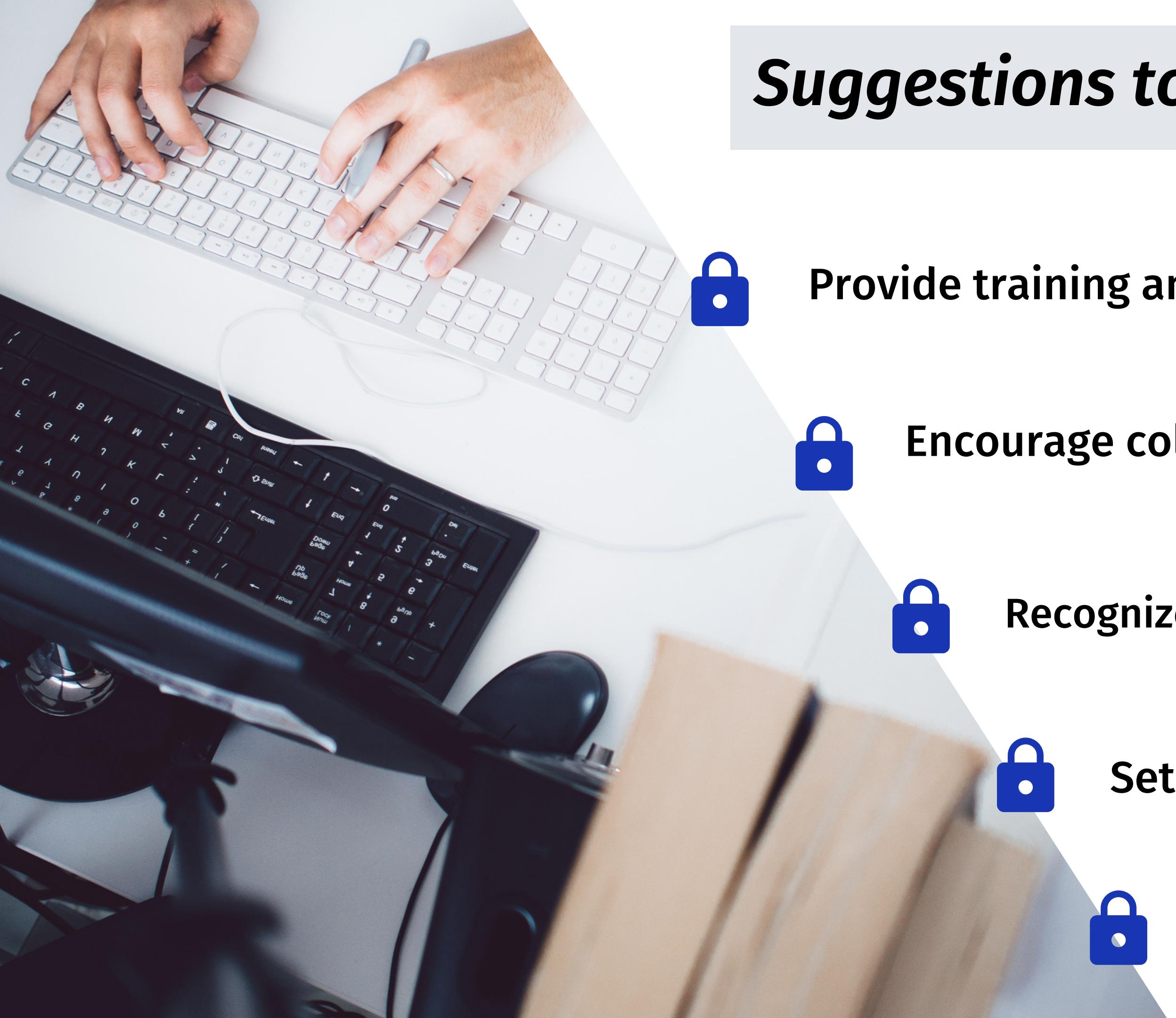
If we follow this method of having agile meetings on weekly basis considering their targets and obtaining feedbacks from team members every tuesday, before repeating same methodology then we would be able to improve output of the team.

2. Metrics used for the improvement in the performance of the team.

- **Productivity**: This measures the amount of work/cases completed by the team within a given time frame.
- **Quality**: This measures the accuracy, completeness, and effectiveness of the work done by the team.



- **Efficiency:** This measures the ability of the team to complete tasks within a specified time and with minimal resources.
- **Stakeholder satisfaction:** This measures the level of satisfaction of the customers or stakeholders with the team's work.
- **Employee satisfaction:** This measures the level of job satisfaction of the team members.

A photograph showing a person's hands typing on a white computer keyboard. A large blue lock icon is overlaid on the top left of the image.

Suggestions to improve metrics



Provide training and development opportunities.



Encourage collaboration and communication.



Recognize and reward good performance.



Set clear goals and objectives.



Provide regular feedback.

3. Measures to be taken if metrics and/or output targets are not met.

-  **Provide support**
-  **Set up an improvement plan**
-  **Clarify expectations**
-  **Set up an improvement plan**
-  **Consider disciplinary action**
-  **It is essential to approach these situations with empathy and understanding.**





4. Current Process Gaps

- Delay in monthly stack reports**
- Unavailability of dual monitor setup, keyboard, mouse and other required hardware**
- Stretching long meeting hours on less important topics such as break time discussion, working from office days discussions.**
- Inviting unimpacted people for an individual's issue**

- Their should be a standard way of decisioning a case and followed in a same way by both India and US teams, to avoid any back and forth between fulfillment and decisioning teams.
- Blue prism work baskets not working properly for credit applications, payments and wire transfers which is affecting productivity.
- Unavailability of "Get Cases tool" which used to assign cases available in most rush state in the queue in fulfillment.
- More items of document checklist should be included in the automation workbasket.



Process improvements and implementations.

- Implementation of Agile Methodologies
- Publishing monthly stack report immediately after completing the month. In this way CCP could be prepared for the upcoming month and stay motivated
- Reducing the time and frequency for less significant meetings.
- Availability of necessary hardware at workstation like dual monitor setup, keyboard, mouse etc

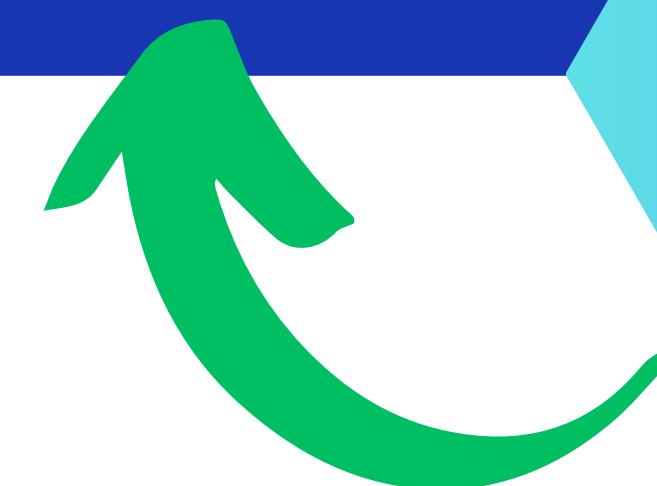
5. Reduction in external escalation



Process mapping, data analysis, and feedback from employees and stakeholders.



Establish a culture of continuous improvement. This will help to ensure that the process is always evolving and improving over time.

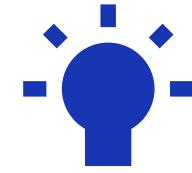


Introduction of Agile Methodology

Create a plan for how to implement the process improvement

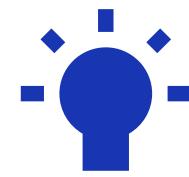


[PART-B]



1. Why do you want to be a team leader?

- Opportunity for growth: Being a team leader provides an opportunity for personal and professional growth, as it requires one to take on more responsibility, develop leadership skills, and gain experience in managing and motivating a team.
- Building relationships: Being a team leader provides an opportunity to build strong relationships with team members, stakeholders, and superiors.
- Sharing expertise: A team leader can share their expertise and knowledge with their team members, helping them to develop new skills and grow professionally.
- Taking on challenges: Being a team leader comes with challenges, which can be an opportunity for personal and professional growth and development.



2. What significant contributions have you made to the team in the last 12 months?

As a team member, I mentored or coached other team members, new joiners helping, them with redactions and other procedures involved in fulfillment to improve their skills and knowledge.

Facilitated increased collaboration between team members, either by organizing team-building activities or encouraging cross-functional collaboration.

Try to provide specific details on how the process can be improved, rather than making general suggestions. This helps the leader to understand the issue and make informed decisions.



3. Output data table representation of last 12 months

S. No	Month	No. of Days Worked	Target No. of Cases to be worked	Actual No. of Cases Worked	Was the target met?
1	Apr-22	17	26	18	No
2	May-22	14	21	21	Yes
3	Jun-22	21	32	18	No
4	Jul-22	19	28	21	No
5	Aug-22	17	25	15	No
6	Sep-22	21	32	15	No
7	Oct-22	21	32	15	No (System Issue)
8	Nov-22	21	32	15	No (System Issue)
9	Dec-22	21	32	15	No (System Issue)
10	Jan-23	21	32	20	No (Clic Issue)
11	Feb-23	14	21	16	No (documents not received on time)
12	Mar-23	20	30	31	Yes

Leadership Panel who influenced me to become a Leader



Dominique Suite
VP & Senior Counsel



Anuj Gupta
Dir- Legal Affairs



Arun K Asari
Analyst-Legal



Aviral Sharma
Analyst-Legal

Thank you!

Feel free to approach us if you have any questions.