

Template Submission Inefficiencies at CCI

Problem Statement:

Manually submitting templates via email to collect data on employee aux 6 uses and when a customer cancels their account is not efficient and can create inconsistencies in the data that is collected. Automating or semi-automating this process, reducing the amount of typing, and limiting the available options would reduce template submission cost by over 50% and cut out the supervisor responsibility of reviewing and submitting the same template a second time. This will increase calls per hour, reduce the cost of template submission, and improve the integrity of data collected.

Solution Scope

Determine if the data collection processes that are currently in place can be automated, create more consistency in data integrity, and be replaced to reduce cost of data collection.

Business Analysis Plan

The following steps would be taken to determine if the project would produce a return on investment:

1. Process analysis of submitted templates
2. CSR and SUP shadowing data collection (find the average time for template submission)
3. Analysis of time and cost spent submitting templates
4. Analysis of time and cost on data cleaning and data analysis (only on relevant processes)
5. Analysis of business insight value derived from current process
6. ROI and Risk Management analysis
7. Project sponsorship
8. Project approval

Estimated Business Cost Pre and Post Project

CPH Cost - Current State (ESTIMATED NUMBERS)								
Role	Hourly Wage	Emp Count	Time (second)	Time(hour)	Hours/Week by Role	Submitted/Week	Cost/Week	Cost/Year
CAA 1	\$15.00	1500	50	0.0138	165.6	8	\$2,484.00	\$129,168.00
CAA 2	\$15.75	300	45	0.0125	22.5	6	\$354.38	\$18,427.50
CAA 3	\$17.00	300	40	0.0111	16.65	5	\$283.05	\$14,718.60
SUP	\$23.00	150	30	0.0083	24.9	20	\$572.70	\$29,780.40
						Total Cost	\$3,694.13	\$192,094.50

CPH Cost - Predicted Outcomes (ESTIMATED NUMBERS)								
Role	Hourly Wage	Emp Count	Time (second)	Time(hour)	Hours/Week by Role	Submitted/Week	Cost/Week	Cost/Year
CAA 1	\$15.00	1500	25	0.006	72	8	\$1,080.00	\$56,160.00
CAA 2	\$15.75	300	22	0.006	10.8	6	\$170.10	\$8,845.20
CAA 3	\$17.00	300	20	0.005	7.5	5	\$127.50	\$6,630.00
SUP	\$23.00	150	0	0	0	0	\$0.00	\$0.00
						Total Cost	\$1,377.60	\$71,635.20