

Acme Insurance Company

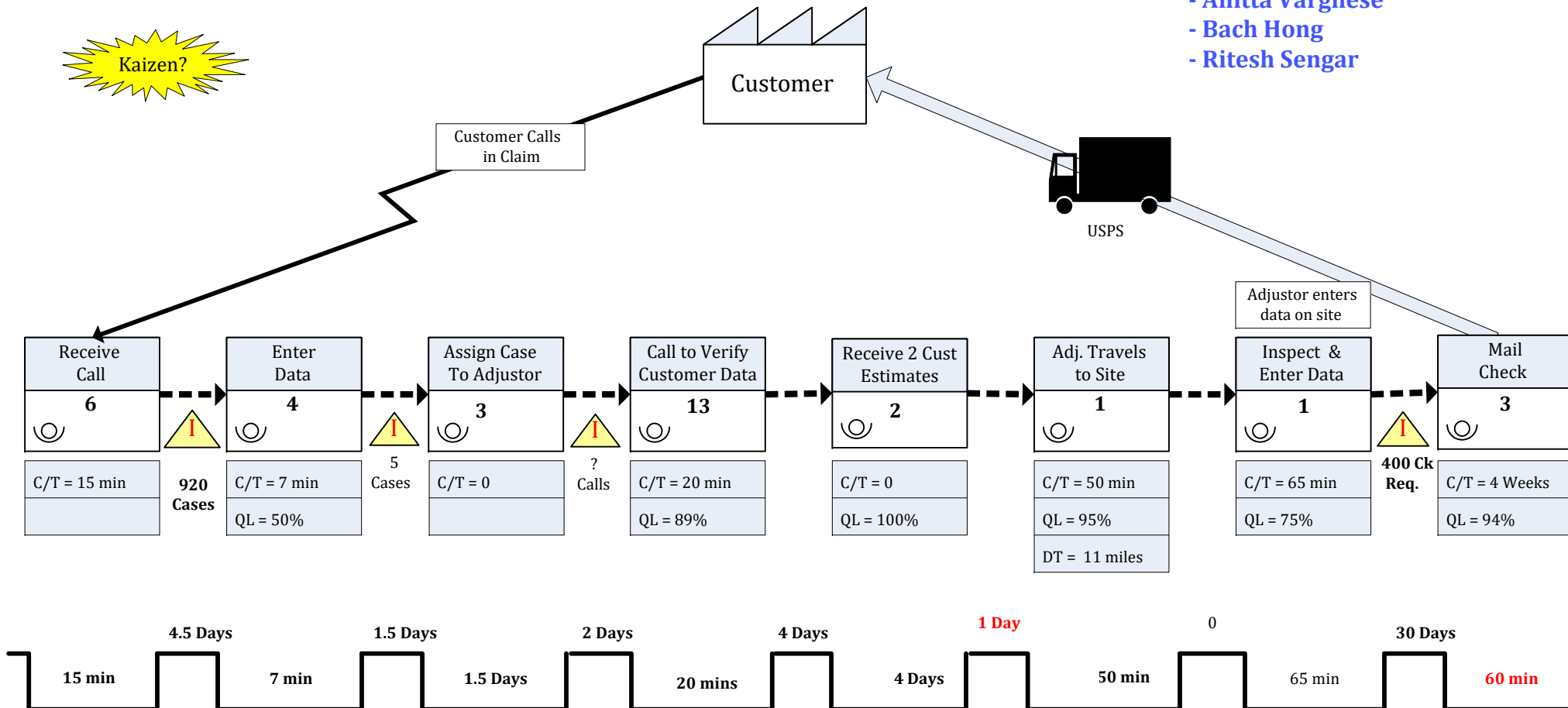
Claims Processing VSM

Group 6

- MD Kamruzzaman Kamrul
- Anitta Varghese
- Bach Hong
- Ritesh Sengar

Kaizen?

Kaizen?



Takt Time = (Available Work Time per Shift) / (Customer Demand per Shift)
= (450 Minutes) / 200 Claims
= 2.25 Claims (Cases) / Minute

Total Lead Time = 48.65 Days

Processing Time = 135.62 Hrs