

# Project Presentation: Lean Process Reengineering in Billing Reconciliation

Reducing Cycle Time by ~30% Through Lean Principles

## ■ Project Overview

The billing reconciliation process was burdened with multiple handoffs, redundant checks and manual interventions. To address these inefficiencies, a Lean re-engineering initiative was launched to streamline workflows, reduce waste and enhance accuracy. As a result, the team achieved a ~30% reduction in reconciliation cycle time and improved data quality significantly.

## ■ Key Objectives

- Identify and eliminate non-value-added steps in the billing reconciliation process
- Reduce cycle time to accelerate monthly and quarterly closures
- Minimize error rates and rework by standardizing workflows
- Improve visibility and accountability across teams

## ■ Solution Approach

- Mapped current state process (as-is) and identified bottlenecks
- Applied Lean tools such as Value Stream Mapping (VSM) to identify waste
- Eliminated duplicate checks and reduced touch points through process redesign
- Implemented automated reconciliation for standard transactions
- Created standard work templates and dashboards to track progress
- Trained teams on the new workflow to ensure smooth adoption

## ■ Business Impact

- ☐ ~30% reduction in billing reconciliation cycle time
- ☐ Improved on-time month-end and quarter-end closure compliance
- ☐ Reduction in manual errors and rework by over ~40%
- ☐ Increased team productivity and capacity to handle higher transaction volumes
- ☐ Higher confidence in financial reporting accuracy

## ■ Process Visualization (Illustrative)

### Current State vs Future State Process Map (Illustrative)

Multiple Handoffs & Delays → Streamlined Workflow → Automated & Parallel Processing

## ■ Next Steps

- Extend lean improvements to adjacent finance functions
- Introduce advanced RPA bots for end-to-end reconciliation
- Enable predictive anomaly detection to catch errors early
- Establish a continuous improvement loop through periodic Kaizen events

Prepared by: Mangesh C. Bodke | Freelance Operations & Reporting Consultant