|  |  |  |  |
| --- | --- | --- | --- |
|  | Vertical:  Account/Program Name:  Job-code:  Location: | Client Program Logo |  |
| Project status Report | | | | |
| Project Summary | | | | |
|  | | | | |

|  |  |  |
| --- | --- | --- |
| Report Date | Project Title | project leader |
| Date | Project | Name & Emp ID |

|  |
| --- |
| Project Improvement Notes (Couple of lines about the project) |
|  |

Notes….

|  |
| --- |
| Project Overview |
|  |

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| --- | --- | --- | --- |
| critical action/task | Due date | metric impacted | notes |
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**Business Case:**

*Why should this project be executed, what is the benefit for the business, what would the business lose if we do not execute the project?*

*This is usually written from the perspective of the Program Head/Director of the Account*

**Problem Statement:**

*At least two problem statements that will describe why we should do this project?*

**Scope:**

*The location, LOB, JC, Queue… where this project will be implemented.*

**AS IS:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Time Period** | **Month 1** | **Month 2** | **Month 3** |
| **Metric – Actuals** |  |  |  |
| **Target** |  |  |  |

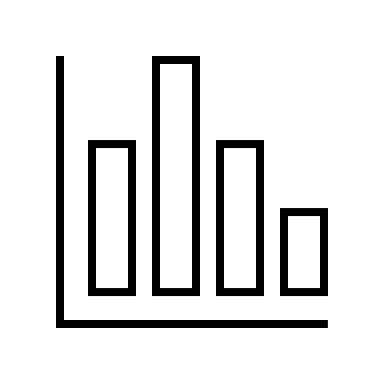
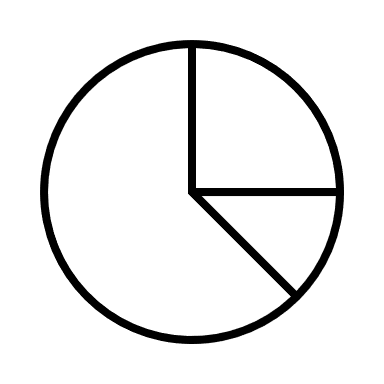
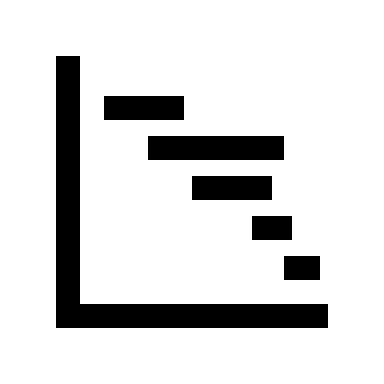
*This is the past three months/time-period of performance of the metric, which indicated why this project was taken up.*

**Analysis Completed:**

*This can be completed using tables, Charts, Seven Quality control tools, Statistical tools…*

*Make sure to write Titles and Notes for every analysis completed.*

*Examples:*

*  *

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**Action Plans & Solutions Implemented:**

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| --- | --- | --- | --- | --- |
| **Issues** | **Findings** | **Solution Implemented** | **Closure Date** | **Improvement Found** |
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*These are the list of issues identified by various analysis with findings and the solutions implemented to solve those issues. Improvements may be quantified to highlight if the defects have reduced.*

**Controls Implemented**

*These are activities/plans that you have put in place to sustain the improvement. List down the activities that you/team has put in place in a tabular format.*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| *Control Plan/Activity* | *Description* | *Area/Function* | *Responsible* | *Reporting (Title & Frequency)* |
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**Improvement:**

*At least a couple of lines on what is the improvement, how big/impactful is the improvement.*

*Attach your Account/Program Managers email validating the improvement.*

**Project Criteria’s:**

1. Consider this document as a template, you are allowed to amend the format as long as it follows a typical Project report format.
2. If using this document itself, or any new document please make sure to name the file with your <F & L Name><Project Title><Program Name>
3. If this is a Six Sigma-Lean Green/Yellow Belt project, you may submit the project deck itself.
4. A project can be based on any problem statement that may be impacting your Program/LOB/Team.
5. This may be solved by any improvement framework or implementing an Automation/Digital solution.
6. You are required to submit just one good project. Do NOT submit multiple projects/documents.
7. A good project is that, which has helped achieve the Client/Internal target, or brought in at least 3% points improvement if a score based metric or if Time based metric a reduction of 20%.
   1. Example 1: Reduction in Transaction time from 10 minutes to 8 minutes.
   2. Example 2: Improvement of Accuracy from 88% to 91%.
8. The metric results are not to be rounded off, show them with two decimal points.
9. This project should have been planned and executed in the financial year of 2024 (July’23 – June’24)
10. It is a promising idea to connect with your Service Excellence Lead while working on your project.
11. If you have been part of a larger project, make sure to carve out a particular segment of the project which you have specifically worked on and complete the documentation.
12. Limit the project report to 5 pages or lesser.
13. The project should be validated by your Program/Account Manager as having met its goal – attach the email.
14. There are times when your project can take longer than expected, contact your SE Lead to help. Expect the ETM team to get back for reasons.
15. Closure date for submission is Monday, 03/June/2024.
16. The ETM team will evaluate your project and publish the results by August’24.