

Measuring Results

- Huge cost savings
 - ❖ **Total amount came down by 10%**
 - ❖ **Employee contribution rose by a 40%**
 - ❖ **Motivation levels too increased by 60%**
- **Coordination** between different delivery centers was achieved
- There was **transparency** of the system , thus making it easy to spot the '**weakest link**'

Measuring Results

- Clearly defined **performance metrics** supported by an **reward system** helps in motivating the work force in a call center
- The managers no longer required to fight with **numbers and values**
- By using the values presented on scorecards, they could take **quick decision**