**PARTICIPANTS -FILL IN THIS CHECKLIST TO HELP BUILD YOUR SUCCESS STORY**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **DOMAIN**- healthcare  **SUCCESS STORIES**  **UPSA Check list**  **CLIENT**- XYZ Ltd    **TEAM**- Rockers | |  |  |  | | --- | --- | --- | | Parts | **USUAL** | **UNUSUAL** | | Problem | 1.Mundane boring manual effort 2. Error creeps due to manual execution |  | | Solution | Automation of a function performed manually for 4+ years with no additional investment |  | | Achievement | 1.Time saves- 2800 hours per annum/ FTE Saves- 1.50 | Being mentioned in the COO’s communication to the clients and across the organization too. |   **Subject:**   |  |  | | --- | --- | | S No | List ALL Fractals Applied for this story | | 1. | CQA | | 2. | Happy Bullocks | | 3. | Collaborative Problem Solving |  |  |  | | --- | --- | | Participants/ Players in the story | Highlights | | 1. Billing team | Stuck with manual checks | | 1. IT Production | Who offered to fix the issue once for all | | 1. COO | Happy customer | | 1. Management | Inter team collaboration | | 5. |  |  |  | | --- | |  | |  | |  | |

**Any other points to be noted for building this story:**

|  |
| --- |
| 1. Java script resource within the team completed the entire automation process., with no additional cost to the organization . |
| 1. The off- shore customers happy with the quick turn around time |
|  |
|  |
|  |
|  |
|  |
|  |