



Solutions for UK communications providers

Customer satisfaction

Case Study
Telecoms

Process Excellence impact: more customers satisfied

Company Name: n/a

Location: UK

Sector: Telecoms

Function: Customer Services

Business Challenges:

Reduce cost through better processes

Consulting Services:

Performance Improvement, Change Management

Capabilities: Process

Excellence, Organisational Effectiveness, Business Performance Management (Six Sigma)

Client Quote:

"We engaged Celerant as they weren't scared of the operational challenges our business faced. This, a proven track record in addressing similar business issues, and their experience in implementing Six Sigma, were deciding factors in our choice to work with them."

Client Top Management

Situation

Celerant Consulting was engaged to help our client reduce cost while simultaneously implementing more effective business processes to create a common language throughout the organisation working in diverse teams across the country.

Approach & Delivery

Celerant Consulting developed a customised process excellence Change Management programme, training and coaching a total of 330 people in Six Sigma techniques to specifically improve business in 4 areas:

Broadband: Redesign processes to reduce customer lead times while increasing asset utilisation and improving the provisioning process.

Fault Reduction: Reduce the number of network faults.

Pole Testing: Design and implement a new inspection system for poles and wires, maintaining and enhancing existing safety standards.

Private Circuit Provision: Update customer records in the provision systems and install more appropriate customer-focused measures, driving enhanced visibility of customer order status and design a radically different and improved process to serve the next generation of customer needs.

Results

The business benefits agreed with our client were achieved including reduced capital expenditure, more effective asset utilisation, and significant reduction in the number of faults and improvements in repair management.

The project resulted in significantly increased levels of customer satisfaction. The right person is being sent to the right place at the right time. Customer service delivery has improved with enhanced visibility of customer order status and improved order entry quality.

In addition, more robust and effective processes have been designed and implemented across the business and there is now a common language for business improvement together with the mindset to clearly link strategy and action.

Client Satisfaction

Celerant Consulting was instrumental in helping the client sustain leadership in their respective markets. The client was confident in the changes and new ways of working and believed they could go on to achieve new levels of excellence with consistent all-round performance.