

Strategic Lean Project Report

Improve Internal Communication for Processing

Agency: Department of Retirement Systems

Project Impact

The Department of Retirement Systems improved communication between two internal teams (the contact center and processing center) by creating a standardized dynamic tool to ensure the contact center captures all the information required to process the customer requests, resulting in an 84% decrease in processing center team members reaching out to the contact center team members or customers to gather additional information required to process customer requests.

DRS customers can request several types of optional bills based on certain circumstances, including military service, a leave of absence and substitute teaching. Each of these bills are unique and require specific information for the processing center to create them. Having all the required information up front allows the processing center to create the optional bill without reaching out to the customer to gather additional information.

The project supports DRS' key goals by: completing customer requests in a timely and efficient manner (Elated Customers); increasing effective collaboration and streamlining communication among teams (Engaged Team Members); and improving the agency's use of available resources in support of customer service and satisfaction (Vigilant Resource Steward).

Project Summary

To streamline communication and create uniform delivery of information between the DRS contact center and processing center by creating a standardized tool for processing customer requests for optional bills.

Fulfill customers' requests in a timely manner compared to our target of decreasing processing center research for missing information by 80%, which we wanted to reach by 12/31/2019.

Working with internal team members, DRS implemented the following improvements:

- Created a standardized communication tool by making it dynamic to fulfill each customer request.
- Improved communication amongst team members with 100% of the information relayed in an electronic document.
- Decreased (by 84%) the frequency of processing center team members reaching out to gather additional information from the contact center or the customer.

Project Results



Quality

Increased the completeness of information required from the customer to process their requests for an optional bill **from** 25% of requests having complete information **to** 86% of requests having complete information to process a request.



Time

Decreased the amount of time to process customer request **from** over nine days on average **to** an average of six days to process the customer's requests for optional bills.

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Customer Satisfaction

Increased customer satisfaction due to receiving their requests timely and not being contacted to obtain additional information **from** over 50% of customers contacted to obtain additional information **to** less than 15% of customers being contacted to obtain additional information.



Employee Engagement

Increased and streamlined communication between the contact center and processing center with 96% of team members agreeing that this tool has helped with their everyday work process **from** over 50% of optional bill requests requiring team members to contact the customer for additional information to complete **to** less than 15% of optional bill request needing additional information to complete.

Project Details

Date improvement project was initiated: 10/19/2018

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