

Improvement in 'Promise Kept Rate' in B2B Collections

The Client: The Client is a leading provider of mail management solutions with revenues over USD 6.2 Billion and holding 65% worldwide market share. They operate in 130 countries worldwide and employ over 35,000 professional.

HCL's Service:

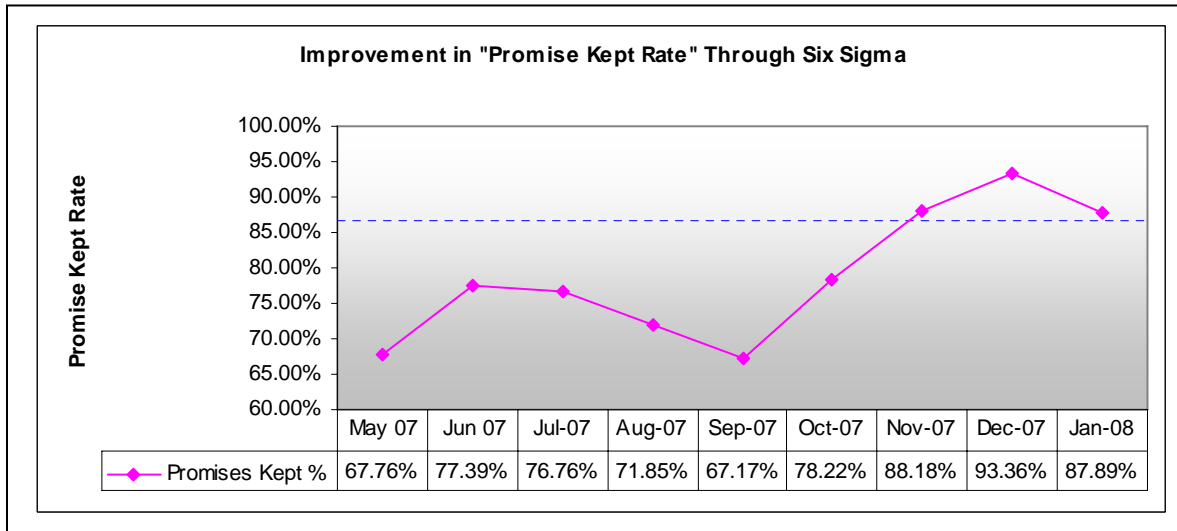
HCL handles B2B collection campaign for Client's products. HCL collects on the postage meters given on monthly rental to the business houses, spare parts supplied, maintenance contracts, lease orders etc.

Problem:

Lack of awareness amongst the end-customers of re-payment procedures viz. making promise without related details, making future promises etc led to the 'Promise Kept Rate' not meeting the target of 86.60% for several months.

Six Sigma Solution:

HCL kick started a Six Sigma project educating the end-customers along with the related modifications in the customer handling procedures & quality assurance procedures.



Benefits:

The project helped not only to exceed the targets but also in sustaining the same since then, along with a direct savings of USD 44,000 (by reduced referral to third party collection agency) per annum for the Client.