

Transformation through Reengineering

The Client: UK-based multinational consumer Product Company. The Client is a subsidiary of USD 7 Billion consumer products conglomerate and is the largest water distribution company in UK.

HCL's Service Offering:

Credit control and dispute management, Collections and Sales Ledger Maintenance.

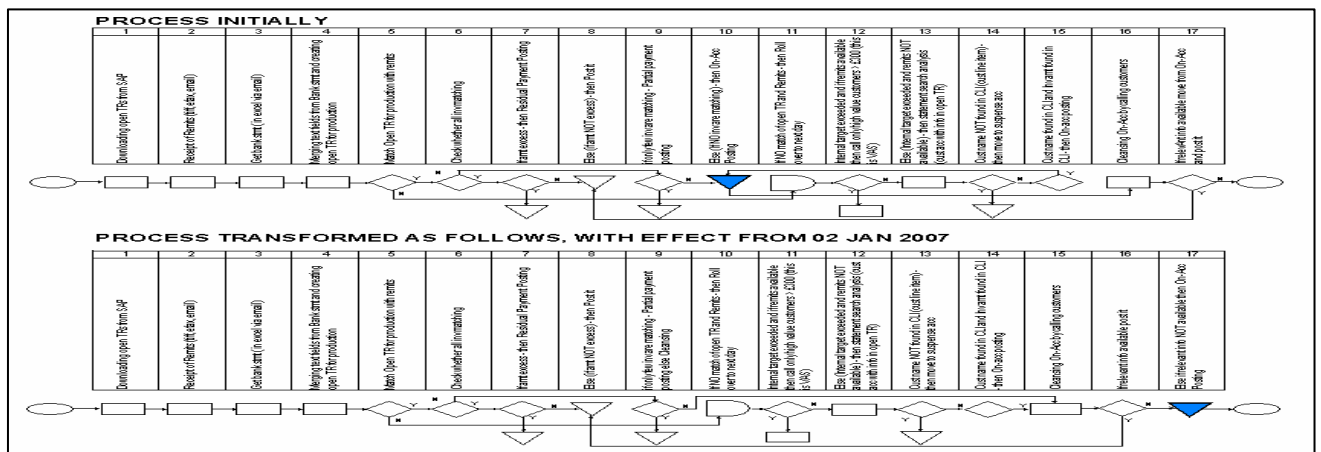
Problem:

HCL was managing BACS receipts in 'Collections' amongst other services. The process faced around 12% On-Accounts Postings. This was holding back huge cash which led to huge manual reworks to resolve.

Six Sigma Solution:

A Six Sigma Green Belt Project was started to address the problem. After a thorough study, HCL reengineered the process. The reengineering involved removal of obsolete and non-value added procedures and deployment of a new tool for indexing. The process sequence was also realigned.

Initial Process Vs Reengineered Process:



Benefits:

The 'On-Accounts Posting' was brought down to <1% resulting in an increased cash flow for the Client by £ 225,000.

