x3

CASE STUDY

Improved productivity by 10% through a Model Office deployment in the Commercial Banking division (26 office locations and 340 employees).

"The care, diligence and innovation are a credit to the Bank."
Senior Manager, Small Medium Enterprises (SMEs)

A major UK financial banking institution was seeking to improve its business productivity and client experience, as part of its 'thrive to help Britain prosper'.

x3 Associates was engaged to deliver Model Offices across 26 SME Commercial Banking operations within a short period of six months.
We achieved this by coaching and developing the Client Service managers, Lean Black Belt, Lean Green Belts, Local Lean Champions and frontline teams.

Each of these Model Offices standardised the way they managed the workflow and performance by using a number of Lean concepts:

- daily performance reviews
- intraday visual workflow management
- team-based problem solving
- sharing of best practice

The teams were encouraged to develop their Lean solutions and to share best practices collaboratively.

As a result, 26 Lean Green Belts and 52 Lean Champions were successfully accredited. Not surprisingly, the client outcomes improved, the employee engagement scores increased and the bank benefited from the bottom-line £1.7M efficiencies.

"As a result, my team engagement scores became 'best in class', our clients' feedback significantly improved across all segments and we delivered on every objective that year. We also have had many visits to our Model Office to inspire other teams."

Client Service Manager

Feb. 2019



We provide tailored solutions that delivered on the Bank's needs:

- Client Service teams empowered to develop client-focused performance metrics that were relevant and meaningful
- all the teams held purposeful daily performance reviews
- teams developed new Lean skills focused on root-cause problem solving.

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