



RETAIL BANKING CASE STUDY

Broker and CSC
(Commonwealth
Superannuation
Corporation)

Program Objective:

- Improve output per FTE
- Increase employee engagement
- Provide better customer experience
- Reduce cycle times
- Streamline internal processes
- Service higher work volumes

Results:



Increased throughput:

- Increased productivity from 43% to 77%
- Increased output of applications per day by 259%
- Increased loans funded per FTE from 0.3 to 0.75



Reduced turnaround time:

- Reduced Median Cycle times from 23.1 to 13.9 days
- Decreased "past due date" items by 90%



Service Improvement:

- Reduced response time (in days) from 3.6 to 0.45
- Improved customer satisfaction from 2.61 to 2.86



Culture improvement:

- Engagement scores increased from 3.45 to 3.65

Realization of benefits:

