



Operational Excellence Transformation

Improving Throughput, Efficiency, and Execution

The Challenge

High-volume operations suffered from process bottlenecks, excessive handoffs, rework, and inconsistent performance across teams - driving cost escalation and service delays.

Insight Partners' Approach

- End-to-end value stream mapping
- Lean waste elimination across core processes
- Standardization of workflows and intake criteria
- Performance management and KPI alignment

Quantified Impact (6–9 Month Results)

Operational

- 30% reduction in cycle time
- 22% increase in throughput

Financial

- \$5.2M annualized cost savings
- Reduced rework and leakage

Workforce

- Improved role clarity and productivity
- Reduced operational friction

Why Insight Partners

- ✓ Focus on flow, not just automation
- ✓ Practical, hands-on execution
- ✓ Measurable results delivered quickly
- ✓ Sustainable improvement capability built