



# 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

**Insight Partners LLC**  
*Great moves start with insights*