

Client Success Story

Managing Operational Risk & Efficiency Leveraging Lean Six Sigma

Challenge

A southeast regional US Bank was experiencing increased operational risks every time there were new market demands, as a result of inconsistent problem-solving methods and variation and defect proliferation. They were looking for a professional services partner to help them improve their return on strategic imperatives:

- Expense reduction
- Enhanced revenue
- Improved customer experience
- Mitigate risk

Solutions and Results

Tactegra's current state assessment identified enterprise wide opportunities to elevate strategic problem solving and stabilize reaction to market trends. Key to managing costs while allowing the bank to achieve its financial goals was the implementation of a standardized methodology for leaders to follow when solving challenges for their department. To ensure adoption, a proprietary employee training system was established, leveraging Lean Six Sigma tenets enhanced for banking.

Productivity Gains and Savings

\$25M

In annual program
savings

86

Trained and certified
green belts (GB)

28

Trained and certified
black belts (BB)

Improved Process Environment

Fully integrated framework to solve problems and achieve goals in partnership with technology, operations, and enterprise PMO.

