Operational Effectiveness | Contract Research Organization

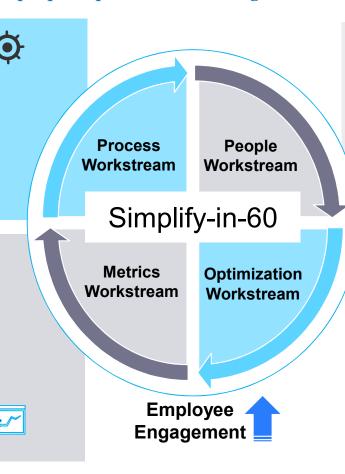
Simplify-in-60 - A 60 day Lean-Six-Sigma blitz program to bring in simplification, automation, initiate standardization, introduce data culture and improve people experience... resulting in ~\$2 Mn savings

\$0.93 Mn quick wins savings realized; mapped 258 processes

- Mapped processes to ensure a common understanding
- Identified process improvements for quick wins

Metricized 400 operating parameters; 20 Analytics dashboards created

- Standardized metrics enabling better service delivery
- Data source integrated
 Dashboards created showing single version of truth



Standardized Seating, Resource management



- Supply-Demand tool operational since June'15
- Seating allocation optimization yielded \$0.15 Mn
- Streamlined selected people processes

\$0.73 Mn savings; created service and capability portfolio for 6 nodes

- Created a positive employee experience by optimizing transport, facilities, cafeteria
- Determined the breadth, scope and maturity of services for 6 nodes using SWOT analysis



