



HR CONSULTING FIRM PROCESS STANDARDIZATION

BACKGROUND

TPG was brought on to standardize internal processes across frontline staff in order to provide savings in resource efficiency.

APPROACH

- Managed project plan to meet project deliverables
- Created and provided training to project and process owners (over 50 people)
- Completed and mapped all processes assigned
- Provided ongoing coaching/support to the team
- Facilitated on-site audit sessions for 44 clients and 12 processes
- Developed Ongoing Audit/Continuous Improvement Framework
- Developed Opportunity Intake Process
- Created action plan to move clients to optimal
- Drove action plans to quick win completion
- Moved 46 processes to Optimal in three weeks, with savings of \$63,969

RESULTS

- Identified **\$549,130 in savings** for only 12 processes
- Will realize significant savings as more processes are audited and move to standard