

Client Case – Service sector



Situation 2013

- Strong growth
- Pressure on interest rates
- Increasing customer demands in terms of service and speed
- Cost / Income ratio under pressure

Company ID



Benelex leader in consumer credit



Founded in 1991 100%
Subsidiary of BNP
Paribas Fortis



230 m€ revenues in 2015



300 employees

Program 2008-2010

Amélioration Continue de l'Efficacité

ACE projects

- Multiple process improvements
- Standardisation in call centers

Visual Performance Management set-up & animation
Transversal end-to-end proces optimisation 5S

Results

- Increased Customer Satisfaction
- Customer response time improved from 15 days to 1 day
- 30% productivity increase
- Over 1 million Euro recurrent annual savings