

Client case – Service sector



Company ID



Benelux Leader in
consumer credit



Founded in 1991
100% Subsidiary of BNP
Paribas Fortis



230 m€ revenues in 2015



300 employees

Situation 2013

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

ACE Program 2013-2016

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*