

# How to double productivity in 1 year

The internal and external clients of the department were not satisfied with the level of service. There was a need for a quick change. At the same time, the organization was looking for new revenue opportunities and wanted to utilize them with no additional recruitment. The plan was to maintain the same headcount even though the workload would increase by 30 %.



*"Due to the quick implementation of HarmoDESK, I can monitor the timeliness and effectiveness of each employee." Anna Grajkowska, CEO*

## WHAT WAS IMPLEMENTED?

- HarmoDESK is an IT tool that automatically distributes the workload, with effectiveness measurements and task queues being reported online (within one month).
- Visual boards, skills matrix, daily meetings, Pull model and many other improvements all guarantee greater comfort and work productivity.
- New work standards and methods of employee training.



Raiffeisen Insurance Agency Sp. z o.o.

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## RESULTS

- Systematically increasing productivity. One year after the project start and the effectiveness of employees had doubled (see the adjacent chart).
- Timelines of issued policies according to SLA.
- Number of complaints reduced tenfold.
- Sales of individual policies increased twentyfold, constituting 8 % in additional revenues.
- Workload distribution is no longer a function of the line managers, so they have more time available for their core activity.
- The available data indicates the task queues and the lead time for each task and employee. This enables a quick response to every high-risk state as well as the drawing of conclusions.



**Watch the movie to see the project results**



**Do you want to know more? Contact us:**  
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