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Experience
Operations Video
Transcript

Rajneesh Soni

Hi, my name is Rajneesh Soni and I am the global lead for operations excellence at Accenture BPO. Our philosophy of operations excellence is to create a mindset of continuous improvement focused on delivering business outcomes for our clients. To do this, we have four themes in our mind. Number one: it has to be en-masse. It has to include the entire organization and not be limited to only a select few, a select level, or a select region. Number two: we want to be proactive versus reactive. We want to stop issues from happening up front versus trying to solve for them after they have happened. 'First time right' is the theme. Number three: we want to create a very strong core—measurable, repeatable, predictable delivery. And number four: speed is of the essence. Everything needs to be done with speed.

To execute this, we created a three-program, three-pronged strategy. First one is called Operations Maturity. Operations Maturity is a unique program that's been created by taking tools from Lean and Six Sigma and putting them into daily operations. This is done by each and every member of our organization, notwithstanding which location, which delivery center, which capability that they belong to. This enforces the entire methodology of continuous improvement to be able to become part and parcel of our DNA.

Number two is the we@Accenture program. This is a unique program which tries to involve everyone in the organization to come and give ideas for improvement in the process. The best people to give an idea for improvement are the people who actually do the work. This program is aimed towards getting these ideas from them, evaluating them, and then implementing them to be able to drive outcomes for our clients. Only in fiscal 2013, we had almost \$105 million of client value delivered through this entire program; and almost two ideas per person across the globe.

The third part is our experts in Lean and Six Sigma which come back and utilize their more sophisticated tools to be able to drive business outcomes for our client. In short, our focus is to create a measurable, repeatable, predictable delivery focused on delivering business outcomes for our client.

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