



THE PROCESS PROS ■ your gateway to process improvement

Telecom

Overview Practices



KPN – #1 Dutch Telecom Company



Results

- 20% KPI improvement of a customer service process
- Efficiency by eliminating unnecessary process steps in a service chain
- Effectiveness and efficiency of 10 fte (out of 120 fte) by integrating two similar operational divisions
- Uniforming chains of customer service processes to get a simplified base for future innovations – including processes and applications
- Development of a process modeling structure according to the eTOM guidelines – including level 4 & 5 – for all customer service processes
- Improving the level of process control by development, implementation and institutionalization of realtime monitoring

Goals

- Improving of the performance of a customer service process
- Uniforming the Wholesale & Operations division of KPN (Process – Data – Systems)
- Developing & implementing the Service and Network Integrator (SNI) role

Approach

- Translating strategic goals into operational concepts following by concrete project goals
- Workshops with all responsible figures in the process chains
- Workshops with employees to discover further changes and eventual obstacles
- Flexible, open minded and creative approach while working towards the goal
- Awareness of – and space for – the effects on employees due to severe changes in their work process

Workshop results



KPN – Dutch #1 Telecom Company



Results

- Reduced cycle time and improved reliability
- From 26 days to 95% in 16 days

Goals

- Improve the fulfillment of Interactive TV (Mine) products

Working method

- We supplied the black belt
- A Six Sigma project was done through out multiple business lines and product streets
- The Stocking Factory was used as a method to get project teams speak the same process language

Huawei (Chinese Telecom operating in Europe)



Results

- Reduction of average cycle time from 60 to 25.5 days
- First Time Right from 60 % to more than 90%
- Cost reduction of 6 FTE and reduced management expenditure

Goals

- Designing, deployment and acceptance of private line connections
- Reduction in delivery times, improved quality performance and cost reduction in order to increase competitiveness and market share

Working method

- Analysis of old process, development of a blueprint for an improved process, implementation of the new process

Workshop results

