



LEVERAGING LEAN ETP TRAINING

- **Client:** Mercer US Consumer
- **Business Area:** Claims
- **Opportunity:** Leverage Lean Engaged Team Performance (ETP) training to streamline processes
- **Approach:**
 - Leaders attended a 5-day Lean ETP training course and launched a project during the class
 - Streamlined Claims processes to remove 4 handoffs between internal teams and an external vendor
 - Reduced overall work time per claim by 46%
 - Eliminated transportation of paper files to vendor's location in another state
- **Results:**
 - Eliminated the handoff to the external vendor and in-sourced all work, saving over \$410,000 per year in vendor and shipping costs
 - Reduced claim turnaround time by 2 days