



SkyScape Solutions

Savings = £2.7 Million ...
SkyScape helps in dropping big numbers through to the bottom line



Case Study: Operational Cost Reduction

"Sharon and her team created real value for us in the removal of cost from our European operations; the methodology, workshops and approach used achieved remarkable results in a relatively short period. The reduction in operational cost exceeded 15% of the targeted areas' budgets, and the results were seen within weeks."

The Mission

A pan-European service logistics company needed to significantly reduce operating costs in order to boost profit.

The Process

SkyScape designed a special cost reduction programme to manage the overall process—establishing baseline costs, defining the measurements, designing and implementing the solutions, and lastly confirming the results.

The initial step was to review each area of the operational costs in regard to its associated end-to-end processes and establish the baseline measurements.

Then SkyScape's unique TEaMS© workshops were held with a cross-section of employees to draw out key ideas.

Using a specially developed criteria matrix, the best opportunities were then evaluated to choose the specific areas for targeted change.

Process design work was then done to streamline the specified processes, creating a smoother and more effective workflow.

Lastly, the revised end-to-end processes were simulated to check and validate the expected results prior to implementation.

Specific areas of reduction involved warranty management (reduction in loop time through better tracking and revised information capture); changes in the distribution structure (removing layers); and improved productivity with smarter processes throughout the operational areas.

The Results

Within 13 weeks, the company was able to remove over £2.7 million in annualised cost.

FOR FURTHER INFORMATION

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