Quest Informatics
Professional. Reliable. Experienced.

Case Study
India headquartered global Car, Bus, and Truck manufacturer

How we improved the call closure rateof 24 hours resolution - from 42% to 90%

Is India's largest automobile company, with consolidated revenues of around 40 Billion USD in 2013-14. It is the leader in **CVBU**, and among the top in passenger vehicles with winning products in the compact, midsize car and utility vehicle segments.

Unresolved Issues

- Huge operations across domestic and international markets • Innumerable multiple internal departments • Large number of stake holders – customers, vendors, employees
- Manual process followed by client. Resulting in backlogs, unanswered calls, difficulty in getting right information, coordinating between departments, and many more issues

Some KPI's measured on:

- Update / create existing catalogues by giving inputs to model owners on catalogue queries.
- Provide input to ERP and PLM team on any Bill of Materials corrections/updates
- Minimize delays in response to queries due various unavoidable circumstances

Further Hurdles we faced:

- Deviations of data in ERP and PLM systems • Details not available in ERP and PLM systems
- Delay from clients internal departments in giving information • Delay from price quotes, pricing and transfer cost updates • Delay from Engineering Research Center, plant, Service team
- Delay from other Product Group • Delay from Model Owners (w.r.t Catalogue updates)
- Request for tailor made daily reports on ad-hoc basis from stake holders

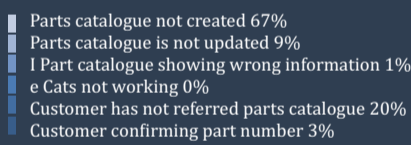## ❖ As IS Analysis ❖ Process Mapped ❖ Implemented Support Desk
Our Findings

Data Analysis and Root Cause analysis:
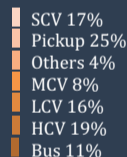### We were able to give them never imaginable data on

Calls Received

- International   16%
- Domestic   84%

Catalogue Issues

- Parts catalogue not created 67%
- Parts catalogue is not updated 9%
- I Part catalogue showing wrong information 1%
- e Cats not working 0%
- Customer has not referred parts catalogue 20%
- Customer confirming part number 3%

Product Type (Non-Catalogue Issues)

- SCV 17%
- Pickup 25%
- Others 4%
- MCV 8%
- LCV 16%
- HCV 19%
- Bus 11%

Product Type (Catalogue Issues)

- SCV 10%
- Pickup 11%
- Others 2%
- MCV14%
- LCV 24%
- HCV 29%
- Bus 10%

We also able to give more insight on issues with BOM, PLM, parts, price, warranty, model-wise data and more to the client

Accomplishments:

- In the history of **Clients' International Business** pending calls were bought to **Single digit**. Lowest being 3 calls pending (that too due to other department!)
- In the history of **Clients' Domestic Business** pending calls were bought to **38** (lowest ever, with all calls pending with other department, which means Work-in-Progress Calls were ZERO).
- First time in the history of **Clients' Business** Resolution time crossed **90%** for first hit closure rate within **24 hours**.

Our expertise!

We have keen eye for analysis, planning, root cause analysis, implementation, execution, and delivering results. It is this expertise and knowledge of 22 years has gone into building all our products line.

Another Case Study

Please ask us for another case study on how we **delivered a zero error catalogue to a Swedish Automotive and Heavy Equipment major in less than 3 years of** taking up the project, which was **not achieved** for the client by any other **in the last 70 years.**

Give us a call to know how we can help you with a range of Services and Products to solve your Aftermarket challenges!