

## Improving Sales Order Accuracy with Rapid Action

A Lean Six Sigma Green Belt used an innovative approach to engage frontline customer service employees to complete a 60-day “quick win” project that fixed a chronic problem in sales order accuracy and processing, resulting in a significant reduction in problem calls from customers and sales reps.



### SITUATION

The centralized customer service department of a large manufacturer was overwhelmed by customer and sales rep calls into the department checking on order status and/or correcting errors in order submissions.

### TEAM ENGAGEMENT STRATEGY

Representatives from customer service alongside field sales reps and home office marketing personnel were recruited to attack the problem using **Rapid Action**, an “all in one” team engagement toolkit for accelerating results.

### RAPID ACTION PROJECT CHARTER

How can we improve the accuracy of incoming sales orders to reduce rework and delays in sales order fulfillment, while also improving customer service, field sales teamwork and job satisfaction?

### SAMPLE SOLUTIONS IMPLEMENTED

1. Developed standard text for all order form fields to speed completion and reduce inconsistencies.
2. Established an escalation process to resolve order quality problems rapidly and effectively.
3. Created training toolkits and a communications plan for deployment across all locations.
4. Developed automated detection and correction tools to error-proof incoming sales orders.



*We knew what the problem was but no one had pulled together the right people to figure out the solutions. With Rapid Action we were able to solve this issue in a much shorter time than normally associated with Lean Six Sigma projects.* – GREEN BELT TEAM LEADER

### RAPID ACTION TEAM RESULTS

## 18,000

reduction in customer/  
sales rep calls to resolve  
order problems

## 50%

improvement in cycle  
time resolving order entry  
problems

## 22 hours

per week time freed-up for  
proactive customer service

## 59 days

cycle time from team  
launch to wrap-up

## RAPID ACTION FOR LEAN SIX SIGMA Improving Sales Order Accuracy with Rapid Action



# The “All in One” Team Engagement Toolkit for Accelerating Results



Prelaunch Planner



Action Accelerator



Scripted Meeting Guides



Quick Read Booklets



Idea Sorting, Prioritizing and Tracking Posters



e-Templates & Tools



## LEARN MORE ABOUT RAPID ACTION FOR LEAN SIX SIGMA

*Are you interested in accelerating results and increasing engagement from your organization’s change management and continuous improvement initiatives? Take a look “inside the box” of the most reliable process available for rapid, team-based improvement.*



Call 800.254.6805 or email to [request@improvefaster.com](mailto:request@improvefaster.com) to schedule a demo of the Rapid Action Toolkit.



For more information including Case Studies and White Papers please visit [www.improvefaster.com](http://www.improvefaster.com).

## Leap Technologies

*Improve faster through better team engagement!*

*Since 1993, Leap Technologies has helped organizations across the globe elevate return on investment in Lean Six Sigma.*

*Organizations including HealthPartners, M&T Bank, Mosaic, Momentum Chemicals, Nashville Metropolitan Airport and Valspar among many others have integrated Leap Team Engagement Toolkits into their Lean Six Sigma deployments to productively engage more leaders and employees in “the improvement game” while simultaneously improving Belt skills and productivity.*

*For organizations looking for a faster, better and more affordable way to leverage the power of Lean Six Sigma, Leap Technologies is the resource of choice.*