



change
leadership
digital
learning
project delivery



simplified
change
solutions

We transformed the operations at a major retailer, saving them £2m a year

The problem:

Our retail client wanted to improve customer satisfaction and drive cost savings across its contact centre and back office.

The goal:

To deliver £400K of efficiency savings in the contact centre (front office) plus additional savings in the back office.

Curium's solution:

The first step was to go 'back to basics' and show managers the simple dynamics and metrics needed to run a successful contact centre and back office operation, as often these get over-complicated.

Next, we instilled daily disciplines to ensure teams focused on the right KPIs and to give managers better insight and control of performance. We also ran Tetramap workshops for c.1000 employees to build greater self-awareness, collaboration between teams and drive cultural improvements. We didn't want to leave without making sure the changes we'd delivered were embedded, so we introduced an accreditation process to maintain skills and capabilities within the team that could also be taught to new employees.

The result:

We saved the retailer more than £2m across their operations. Their customer satisfaction scores nearly doubled as a result of our work.

**To empower people and organisations across the world
to achieve their personal and business potential.**