

Case Study: Insurance Company Launches Enterprise-Wide Projects using Six Sigma Tools and Techniques

Industry: Insurance

Company: National Fraternal Insurance Company

Services Provided: Executive Training, Mentoring / Coaching

Challenge: With products sold through a complex network of sales channels and to a variety of customer groups, the Client needed to streamline processes to continue to be competitive. Reducing cycle time, improving customer satisfaction, and ultimately increasing sales were their objectives. This C-Suite understood the value of bringing in experts to teach and mentor in the area of transforming business processes.



Solution: Bluestone was engaged to train and mentor top-level executives and high-level managers in process excellence methodology and tools. We designed and delivered customized training covering the core elements of Six Sigma, Lean, Kaizen and GE style Work-out. This effort seeded the Client organization with well-trained leaders and helped “kick-off” improvement projects.

Result: After Bluestone trained and mentored the majority of the managers and executives, the Client:

- Created a quality culture
 - Data-driven
 - Working from the perspective of their customers
 - Reinforcing that it's typically the process, not the people
- Strategically selected and implemented process improvement projects

Value Delivered: Client comments: [Bluestone training was] “exceptional”, “I liked the Work-Out [event], it let you understand the tool”, “Going over projects was a big help”

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