

# IMPROVING TELLER PRODUCTIVITY

Project Goal: Reduce the time required for teller to reach productive level

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Outside the traditional brick and mortar bank model where tellers conduct standard teller tasks, the Grocery model requires tellers to complete almost every possible transaction. The team is to identify ways to reduce the time required for the teller to reach the targeted transactional volume with the lowest possible levels of errors minimizing:

- ***Probability of adversely impacting the customer***
- ***Frequency of fraudulent transactions***
- ***Back office error correction level***

## Business Case:

- Reduce operational cost – reduce errors/rejects which lead to back office correction or loss
- Revenue enhancement – increase number of transaction per teller
- Improve customer service – Increase percent retention

## Six Sigma Improvements:

- Improved all training modules to address commonly occurring errors
- Identified missing but required training modules
- Developed and implemented a mentoring process for new tellers
- Developed mandatory reporting for branch managers to identify coaching needs by teller
- Restructured branch organization model – defined new roles and responsibilities

## Expected Benefits:

- Revenue enhancement of \$1.4 million
- Reduction of operational cost of \$220,000

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