

Improved Efficiency and Customer Experience using Lean Six Sigma

Pre-Retirement Death Benefit Case Study

Lean Successes

Pre-Retirement Survivor Benefits: Objectives and Anticipated Benefits

Objective:

Release payments within 30 days
Reduce the number of cases going over 45 days

Benefits:

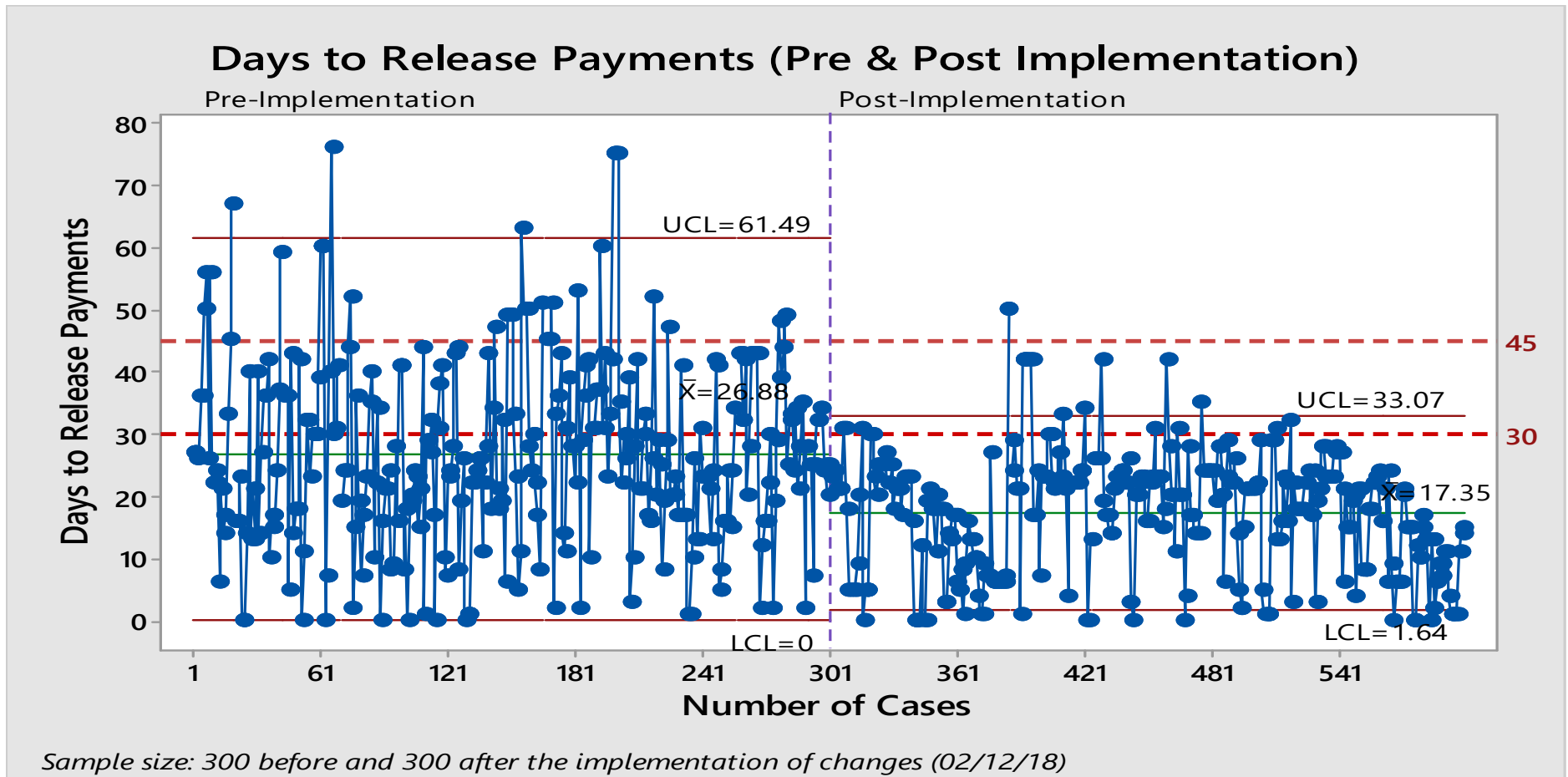
Beneficiaries received their money earlier
Increased customer satisfaction
Avoided penalty interest on cases going over 45 days

Leaning the Pre-Retirement Survivor Benefits Process

- Streamlined the process by reducing or combining several steps
- Streamlined communications with beneficiaries by adding direct line to team members



Reduced average number of days to release payments



Lean Successes

	Prior to Lean	As of Early June 2018
Average number of days to release payments	27 days	17 days
Percent of payments released within 30 days	62.6%	93.6%
Percent of cases exceeding 45 days	9.2%	0.3%