

CASE STUDY

Overcoming Service Challenges Results in Significant Reduction in Turnaround Time



SITUATION

Due to misperceptions and misunderstanding of PCV's performance, we were at risk of losing a significant client relationship. There was a lack of communication and collaboration that needed to get resolved quickly. It was clear that we were at risk of losing the client if we didn't take action.

OBSTACLE

After an internal review, it became clear that the relationship was not at an adequate level within the client's organization. Our team needed a higher level of contact to communicate mutual challenges and to resolve misunderstandings.

ACTIONS

Our desire was to mend the relationship to be amicable and collaborative, improving service levels at both ends. A top PCV operations executive flew out to meet with the executive in charge to present a year-end review. Upon arrival, the client was initially disinterested in the meeting.

RESULTS

As the meeting came to a close, the client shared "I really did not want to like you," admitting that their intention was to originally terminate the relationship. In a reversal of fortunes, the client agreed to work on the recommendations we provided and to have a follow-up meeting in a few months. The client assigned an operations manager to work with us to improve collaboration and responsiveness. As a result of the relationship solidifying, turn-time improved while order volume increased. The client asked our executive to come back in a few months and meet with them again.

- Overall turn-time improved by 2.03 days
- Hold time average was reduced by .64 days
- Client reduced their QC turnaround time by 3.94 days

Average total time saved per order, 6.61 days!!!