BPO Operations Performance

Demonstrate a structured turnaround plan for an underperforming service team.

Independent Demonstration Project. Illustrative materials created to showcase professional capabilities. Not a commercial client engagement.

SCENARIO AND ASSUMPTIONS

Hypothetical service desk: 20 agents; baseline metrics are synthetic, not past client results.

KEY FIGURES (ILLUSTRATIVE)

20
agents in the synthetic desk

82% to 95%
SLA attainment, baseline to target

420 to 150
backlog, baseline to target

DELIVERY APPROACH

1. **Diagnose**
   Diagnose backlog by queue, age and root cause.
2. **Coach**
   Introduce daily huddles and weekly coaching for recurring defects.
3. **Schedule**
   Rebalance schedules to match arrival patterns.
4. **Balance**
   Review quality and customer outcomes alongside speed.
5. **Improve**
   Run a four-week improvement cycle with weekly stakeholder reviews.

PORTFOLIO / 03 · OPERATIONAL CONTROLS

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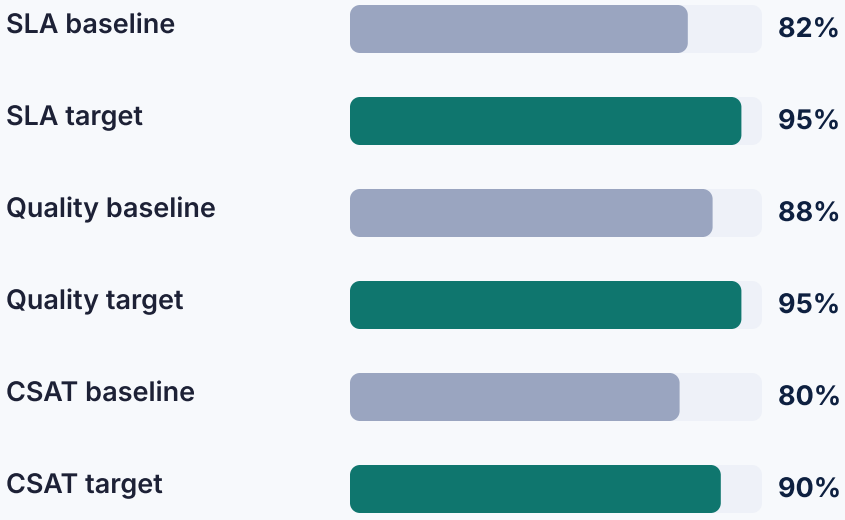
Illustrative planning and monitoring example. All values are synthetic and are not actual client outcomes.

CONTROL TABLE

METRIC	SAMPLE BASELINE	PROPOSED TARGET
SLA attainment	82%	95%
Quality score	88%	95%
Backlog	420	150
Customer satisfaction	80%	90%

BASELINE VS PROPOSED TARGET (SYNTHETIC)



Backlog target of 150 from a 420 baseline is a 64% reduction.

RELEVANT CAPABILITIES

Business Operations | Process Improvement | Performance Management

Want to discuss a similar pilot for your project? northpagedigital@gmail.com

Prepared as a self-directed portfolio sample. No client affiliation or historical results are claimed.