

Assessing productivity improvement from lean transformation for a global financial institution

Background

Client situation

- A large global financial institution, developing an on-line “store” of financial products for customers to browse and purchase, with advanced analytics capabilities to analyze browsing patterns and recommend products for purchase
- Client t has adopted lean methodologies and wanted to measure and quantify productivity improvements

Engagement objectives

- Assess and benchmark R&D productivity and quality Vs. industry peers
- Provide quantifiable performance metrics to evaluate the impact of adopting new R&D methodologies

Approach

Establish a productivity baseline

- Evaluate the complexity and execution of several recent projects to form the “before transformation” productivity baseline

Benchmark against industry peers

- Benchmark client’s performance against industry peers across multiple dimensions such as duration, effort, quality, cost, etc. to highlight gaps and probable causes of low productivity

Continuously benchmark to track improvement

- Assess several new projects, that have adopted the new lean development methodology to assess the impact on productivity

Impact

- Showed a ~20% improvement in overall productivity following adoption of lean methodologies for a new project
- Uncovered several other performance issues around SW quality, project duration and cost structure

Productivity impact from lean Percent

