Assessing productivity improvement from lean transformation for a global financial institution

**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 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

**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**

- Productivity baseline: 100
- New Lean project: 120 (+20%)

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