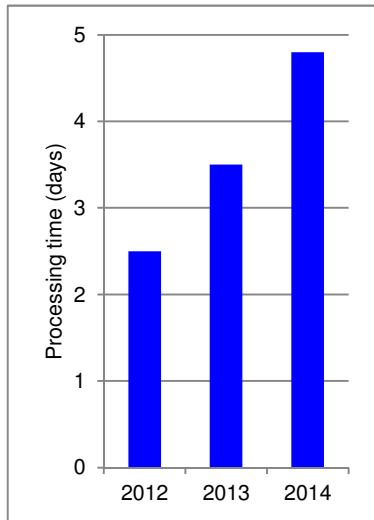
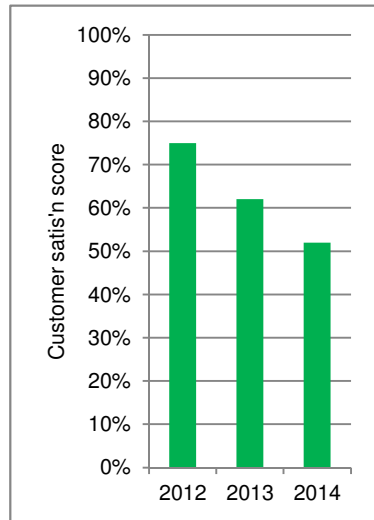


Renewal Program to Reduce Processing Times

1. We have a real problem with ballooning processing times...



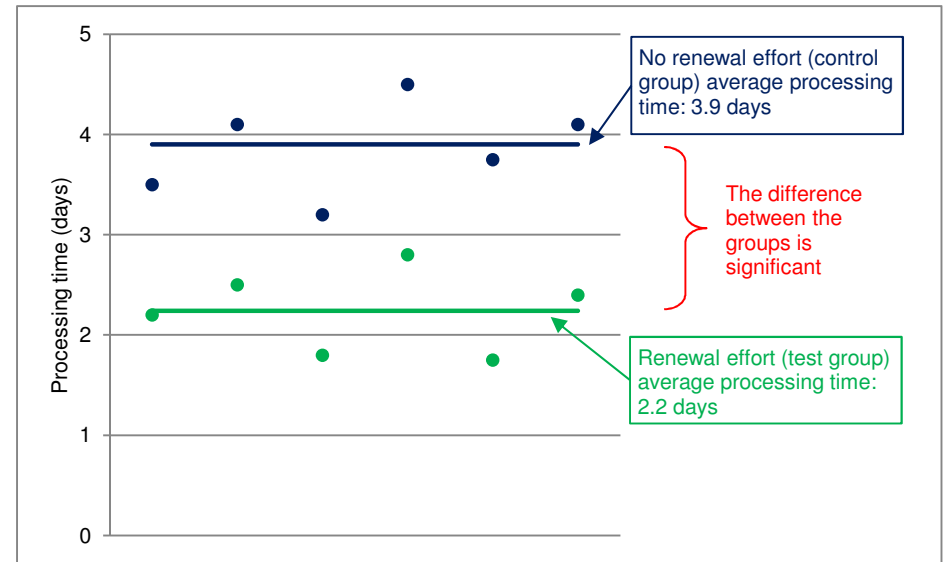
... with an associated drop in customer satisfaction



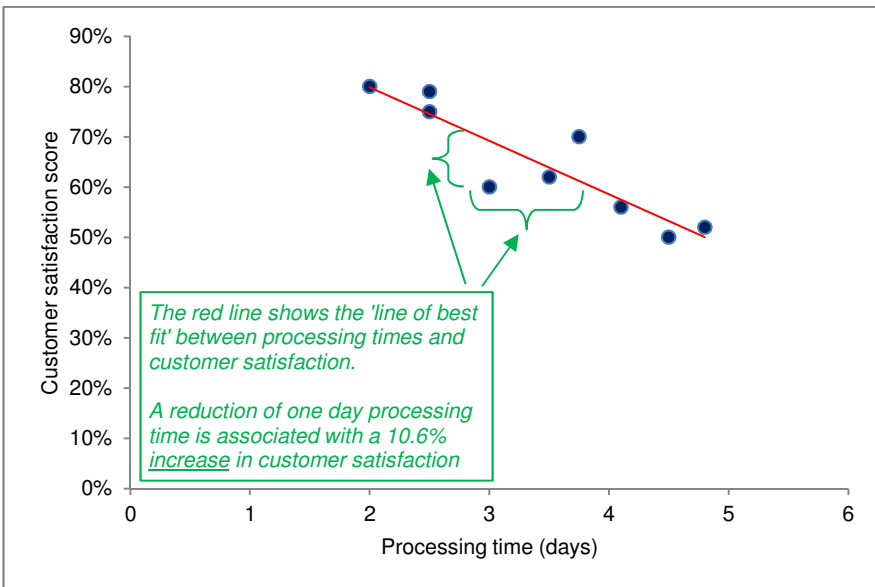
3. A concerted renewal effort could turn our situation around...

Results from a pilot carried out in North-West region are very promising.

They showed a marked reduction in processing times after process mapping, process improvements, and staff training and development.



2. In fact, analysis shows that a reduction in processing times of one day is associated with a 10.6 percent increase in customer satisfaction...



4. A spend of \$120,000 rolling this project out organisation-wide would generate an estimated 18% increase in customer satisfaction

