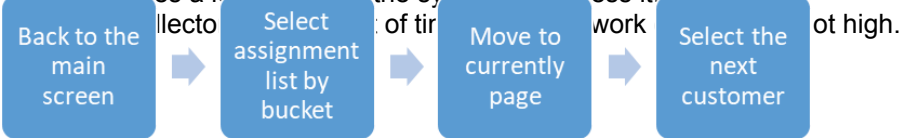
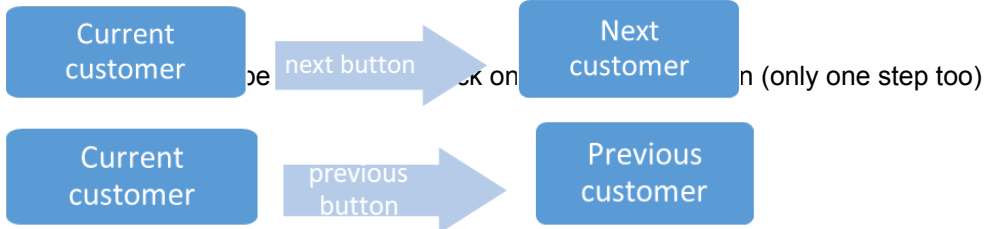


QNE Kaizen

Title:		HOW TO WORK FASTER ON COLLECTION MODULE	
Problem:		Collectors working case by case in their list without “next “and “previous” button.	
Current Process “As-Is”		After The Quick & Easy “To Be”	
- Collectors make a call to customers to remind about their late payment. - Every Collector has his own list. And he will make a call from the first customer to the last one. - When a Collector finishes one call, he must be: - When he makes a mistake, he must be back to step 1 and correct it to continue the process. It takes a lot of time for the system to process it.  <pre> graph LR A[Back to the main screen] --> B[Select assignment list by bucket] B --> C[Move to currently page] C --> D[Select the next customer] </pre>		- When a Collector finishes one call, he will click on the next button to move to the next customer (only one step).  <pre> graph LR subgraph Next_Step C1[Current customer] -- "next button" --> C2[Next customer] end subgraph Previous_Step C3[Current customer] -- "previous button" --> C4[Previous customer] end </pre>	
Agreed Countermeasures		Result/benefit	
- Add “next “and “previous” button in Collection module		- Save the working time (about 1 minute per customer, 60 minutes per day for a collector) - Improve working efficiency.	
Savings		Muda Eliminated	
Cost			
Time	60 minutes per day		
		Implemented on:	11/2020
		Team Leader:	Nguyen Thi May
		Team Member(s):	Ngo Minh Tan, Le Ngoc Bao Khuong

Department:

Collection