

Increasing Productivity by Reducing Churn

Implementing Agile project management and tracking directly led to increased customer satisfaction.

Client

Aerospace Company

Services

Agile Consulting

Areas of Expertise

Organizational Agility,
Technology

Industry

Manufacturing

Our Challenge

Our client approached us with an inability to finish targeted priorities, despite all projects being "in motion." The company experienced tremendous churn, interruption, and reprioritization. Team members worked on multiple priorities (often five) simultaneously, impacting project completion.

Late or repeatedly postponed projects led to frustrated customers who voiced inclination to leave our client for a new vendor.

**INCREASED NET
PROMOTER SCORE BY
15 points**

Our Solution

Vaco's team organized and prioritized our client's portfolio, and introduced a tracking system for managing projects. We also developed a customer council to identify agreed macro priorities, and implemented Scrum for all engineering teams with a three-week delivery for targeted priorities.

By decreasing "work in progress" at the portfolio level, we reduced churn and interruptions and increased the team's focus time up to 250%. Customer satisfaction grew due to accelerated project completions and the increased transparency of portfolio work.

Increased transparency and the accelerated completion of portfolio work allowed our client to meet customer needs, increase their net promoter score by 15 points, and ultimately increase customer satisfaction.

Free Yourself. Get in touch today.

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