alorica

Case Study

Seamless QA Improvements for
Lasting Client Success

The client was a brokerage and investment banking company with limited experience in outsourcing. They had recently ended a partnership with a previous service provider due to poor performance, which made them cautious about engaging with a new vendor at the outset.

Challenges

Quality Assurance (QA) inconsistency, including inaccurate Quality Form and scoring methodology that failed to measure the client's specific needs

Reporting inadequacies, including a lack of consistent and actionable reporting necessary for continuous quality improvement

General apprehension that was exacerbated by prior negative outsourcing experiences; client expectations required not only addressing historical gaps, but exceeding expectations from Day One

Solutions

Understanding client needs through an in-depth joint discovery session, and the development of a customized implementation plan and timeline, as well as a comprehensive Project Playbook detailing workflows, tools, templates, and performance measures for a smooth transition

Customizing QA tools, including a new Quality Form and scoring methodology, and a custom reporting dashboard to address gaps in transparency with real-time insights and analytics; a specialized team of on-the-job trainees helped ensure proficiency and readiness from the start

Implementing a proprietary transition management framework, ensured a seamless and efficient migration of processes with a comprehensive risk analysis, detailed SOPs, and proactive training

Partnering closely with the client, including constant communication throughout implementation, iterative reviews of playbooks, SOPs, and training materials to ensure alignment and continuous improvement; proactive feedback sessions helped the team adapt to changing needs and expectations

Results

Enhanced Quality Assurance
that exceeded client goals from Week One by a **weekly average of 2 pts.**

Innovative reporting
through a customized client dashboard that provided actionable insights while **improving operational transparency**

Improved client satisfaction
after making the transition **easy and efficient**, eclipsing prior negative vendor experience