



Success Story

State Pension Fund– 1 million plus members, \$72 billion in assets

As Phase 3 of an overall Benefits Services Improvement Plan, The Comb Group was again called upon to assist the agency in developing a true Contact Center Operations Model for this million plus member agency. In this phase, The Comb Group designed and then implemented a new Employee Empowerment program called P.A.T.H. – People Achieving Tremendous Heights. This program included new incentive, recognition, training, supervisor models, and career planning programs. This program focused on ensuring that employees had a clear understanding of performance expectations surrounding statistics, human behavior, and team work. Job Descriptions and Skill Competencies were defined and communication and each employee received an initial assessment of where their performance lies. Each employee then received a development plan to address both areas where improvement was needed as well as their career goals.

Through this program, over a 6 month period of time, service levels dramatically improved, 30%. Over a 12 month period of time, the agency has seen a sustained service level improvement of 17%, with fewer people. Although the department has had turnover, the turnover has been associated with interdepartmental transfers and non-performance. No turnover has been caused as a result of lack of acceptance of the employee program. Retention in the department has improved.

Statistics are maintained and programs managed through a variety of tools designed and implemented by The Comb Group.

Timeline: 5 months from program definition to implementation.

About The Comb Group

The Comb Group is an independent consulting firm. Our organization was formed on one driving notion: there is untapped potential lying within all organizations that when identified, drive significant performance improvement.

The Comb Group services help clients achieve their business goals through planning and execution of projects such as workflow diagnostics, voice over IP migration planning, call center outsourcing strategy, information technology planning, and Balanced Score Card delivery.

Why The Comb Group? Because you improve your business the same way bees make honey...one comb at a time.

Industry Experience

No consultant with The Comb Group has less than 15 years of experience in their specific area of expertise. Our practices traverse a broad array of industries including Health Care, Banking, Insurance, the Public Sector, News and Media, and Small Business.

The Comb Group

Actionable Information, not just reports

The Comb Group

4100 W. El Dorado Pkwy, Suite
100 #365
McKinney, Texas 75070

Phone: 877-393-4483
Fax: 972-635-5167
E-mail:
pmiller@thecombgroup.com