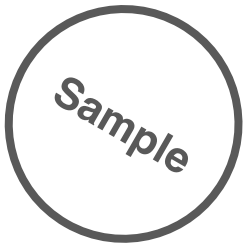


Gain calculation



Project: Email communication to customer

Date: 22-01-2019

Hard Gains

Improved process	Before improvement		After improvement		Savings
	Frequency p.a.	Duration in min.	Frequency p.a.	Duration in min.	In min.
Reduction mails sent	200	2	100	2	200
Text module for acceptance mail	200	5	200	1	800
Automation of mails sent in case „exemption“	400	5	200	1	1800
Sum of savings in minutes p.a.					2800

Soft Gains

Improved process	Expected gains (eg. growth in revenues in % due to increased customer satisfaction)
Constant quality of emails sent	Growth in revenues of 5 % due to increased customer satisfaction
Speed up completion of customer requests	Increased NPS score by 5 points



empty template



Gain calculation

Project: _____

Date: _____

Hard Gains

Improved process	Before improvement		After improvement		Savings
	Frequency p.a.	Duration in min.	Frequency p.a.	Duration in min.	In min.
Sum of savings in minutes p.a.					

Soft Gains

Improved process	Expected gains (eg. growth in revenues in % due to increased customer satisfaction)