

Packaging Industry Case Study



**“Organisational Transformation to
Gain Competitive Advantage”**

Introduction

iTalent's **BizGrow** solution is highly effective approach to help its client reach their business goals by focusing on what's most important for business to grow. This solution is aimed at bringing sense of focus & awareness towards reaching organisation's true potential. We reach our aim by ensuring individual employee performance contributes in achieving business objective.

Take a look at our work in helping companies achieve more.



Packaging Industry

A Packaging company looking for complete transformation in order to acquire top customer looking for high quality standards in delivery .



Client's Challenge

- To improve overall business delivery standards to attract top brands as customer by meeting their quality standards

iTalent Solutions:

- iTalent studied & participated in various orientation program conducted by client's customer in order to understand quality standards expected by them
- iTalent then conducted extensive audit to assess gaps which needed to be filled in order to be quality compliant
- Estimated sales increment through changes in the process
- Redesigned business model & added quality check points.
- Providing governance structures and service-level metrics along with organisational metrics
- Trained managers to evangelise change as a benefit to the staff and company

Impact on Client's Business:

- Enhanced quality standards resulted in increased operational efficiency
- Overall customer experience improved
- Client sales increased by 20%

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