

A woman with curly hair wearing a headset and smiling, working in a call center. The image is overlaid with a dark blue circular graphic.

**Training & Quality
Assurance Delivers 99.9%
Document Processing
Accuracy for a Leading
Freight Company**

DATAMARK

America's Premier *Outsourcing* Partner

INTRODUCTION:

A leading freight company challenges DATAMARK to deliver an efficient, cost-effective document processing solution to index its Bills Of Lading (BOL). The client required indexing of more than **25 BOLs** per hour per Full-Time Equivalent (FTE) with **99.9%** accuracy using the client's bill processing system.

CHALLENGE:

Improving Document Processing & Accuracy

The complexity of processing a large influx of freight bills with **99% accuracy from more than 100 terminals and 50 different shippers** proved to be a challenge for the client's team to manage.

Specialized data entry agents were required to navigate and recall intricate forms to capture shipper, consignee, payment terms, and reference numbers with impeccable accuracy.

DATAMARK was challenged to recruit, train, and source qualified indexers without over-staffing while maintaining all Key Performance Indicators (KPI's) for our client.

APPROACH:

Utilize Business Process Management Strategies to Create a Training & Quality Assurance Program

To meet the client's document processing requirements, DATAMARK designed a comprehensive recruitment and training curriculum to hire competent data entry agents with prior experience in the freight industry for our document processing centers in both the U.S. and India. DATAMARK's team of business engineers, training, and quality specialists analyzed the existing freight bill process to identify areas of improvement.

The proactive training plan developed by DATAMARK also accounted for the client's seasonality needs, hiring quality indexers months ahead of peak season requirements.

DATAMARK's Business Process Management System (BPMS) & Lean Six Sigma Help Streamline Document Processing

A Business Process Management Solution (BPMS) and Lean Six Sigma methodology were implemented to reduce non-value steps and identify pain points in their workflow, suggesting improvements to increase indexing efficiency. DATAMARK Business Engineers worked with the client to understand the pain points in their process and developed a robust training program to ensure high output quality by data entry keyers.



SOLUTION:

Boosting Speed & Accuracy of Document Processing through Hiring, Training, & Quality Assurance

The workforce needed to be highly knowledgeable of freight industry processes. This included understanding bill of lading and the language and acronyms used within the shipping and logistics industry. Data entry personnel must also have proficient typing skills to process the minimum number of bills per hour.



Key components of the comprehensive solution developed by DATAMARK include:



Hiring: Our proactive hiring and detailed screening process anticipates peaks in seasonal volume. Employees are hired one to two months ahead of predicted peak volumes to ensure high-performing agents are available at any given time.



Training: Agents must be certified through our proprietary audit curriculum before going live on the production floor. The program includes classroom training, one-on-one training, and a final evaluation. To pass the evaluation, agents must produce a 100% accuracy score on BOL critical input fields.



Retention: An incentive plan providing employee bonuses for increased productivity and improved accuracy was implemented to maintain sufficient FTE count to cover client expectations. Based on the client's seasonality requirements, agents can also receive monetary bonuses for working peak hours.



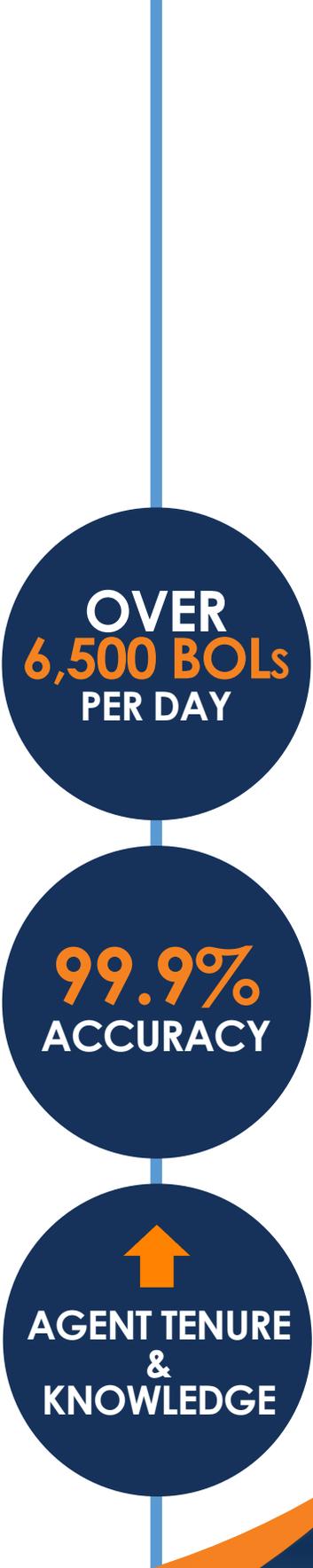
Quality Assurance: In addition to DATAMARK's proprietary audit curriculum, an automated audit tool was created by our Software Development team and implemented to review and correct critical errors on 100% of transactions before submitting them to the client's system.

RESULTS:

Freight Bill Processing Teams Deliver 6,500 BOLs Per Day at 99.9% Accuracy

DATAMARK's international freight processing teams have exceeded expectations for our client. After developing and implementing the innovative hiring, training, and quality assurance process, DATAMARK processes well over **6,500 BOLs** per day, boosting the client's ROI, exceeding **99.9%** image accuracy for our client saving them money and improving their customer experience through higher accuracy and quality.

In turn, by nesting **over 40 agents** biweekly, DATAMARK ensured a robust agent pool for our client in a short amount of time. Once implemented, the incentive plan reduced monthly attrition rates well below **6%**, increasing agent tenure and retaining knowledgeable staff for our client.



OVER
6,500 BOLs
PER DAY

99.9%
ACCURACY

↑
AGENT TENURE
&
KNOWLEDGE

