

Consistent High Performance of ACE LOB Over the Past Year

THE CHALLENGE



As performance ramped up, the team faced challenges in keeping up with changes and adapting to new processes



As the LOB expanded, employees were required to juggle multiple roles and responsibilities.



With high performance comes the challenge of maintaining consistent results in the face of increasing demands

THE SOLUTION



Employee Engagement and Development



Adaptability



Performance Metrics and Monitoring

THE RESULTS

| METRICS | Before | After | % Improvement |
|--------------------|--------|-------|---|
| Attendance | 96% | 99% | 3% increase |
| Productivity ACE I | 14.00 | 15.00 | 7% increase, meet expectations |
| Productivity | 102% | 103% | 7% increase, consistently above the 100% goal |
| Attendance | 97% | 97% | Exceeding expectations throughout the year |
| Attrition | 0% | 0% | No attrition for the whole year |