

# Knowledge management framework design and implementation for an auto finance major



## Business Need

The customer was transitioning its offices from California to Texas. As a part of this movement, there were risks associated with:

- Knowledge loss
- Training new hires
- Capturing the tacit knowledge
- Identification of processes & sub processes for 30 business units and creation of detailed process inventory
- Identification of missing documentation
- Compliance with BPMN 2.0
- Design and implementation of KM framework
- Design of change control and governance framework



## Genpact Solution

- Identification of processes and sub processes for 30 business units and creation of detailed process inventory as well as identification of missing documentation
- Compliance with BPMN 2.0
- Design and implementation of KM framework, change control and governance framework
- Processes included:
  - Business recovery plan processes
  - Accounting attrition curves
  - FAS 157 (Quarterly)
  - ACL - consumer risk
  - Kaizen
  - Adm support functions
  - Contingent workforce management
  - Department management
  - Department OPEX planning
  - Operational risk management
  - Scorecard and origination support (Quarterly)
  - RV loss forecasting
  - Quarterly audit process
  - RV setting



## Business Impact

- Seamlessly assisting the client with transition sequencing
- Mapping and documenting 3000 processes across 30 business units
- Standardizing the processes to mitigate human dependence
- Driving standardization through automated workflows and governance mechanism

