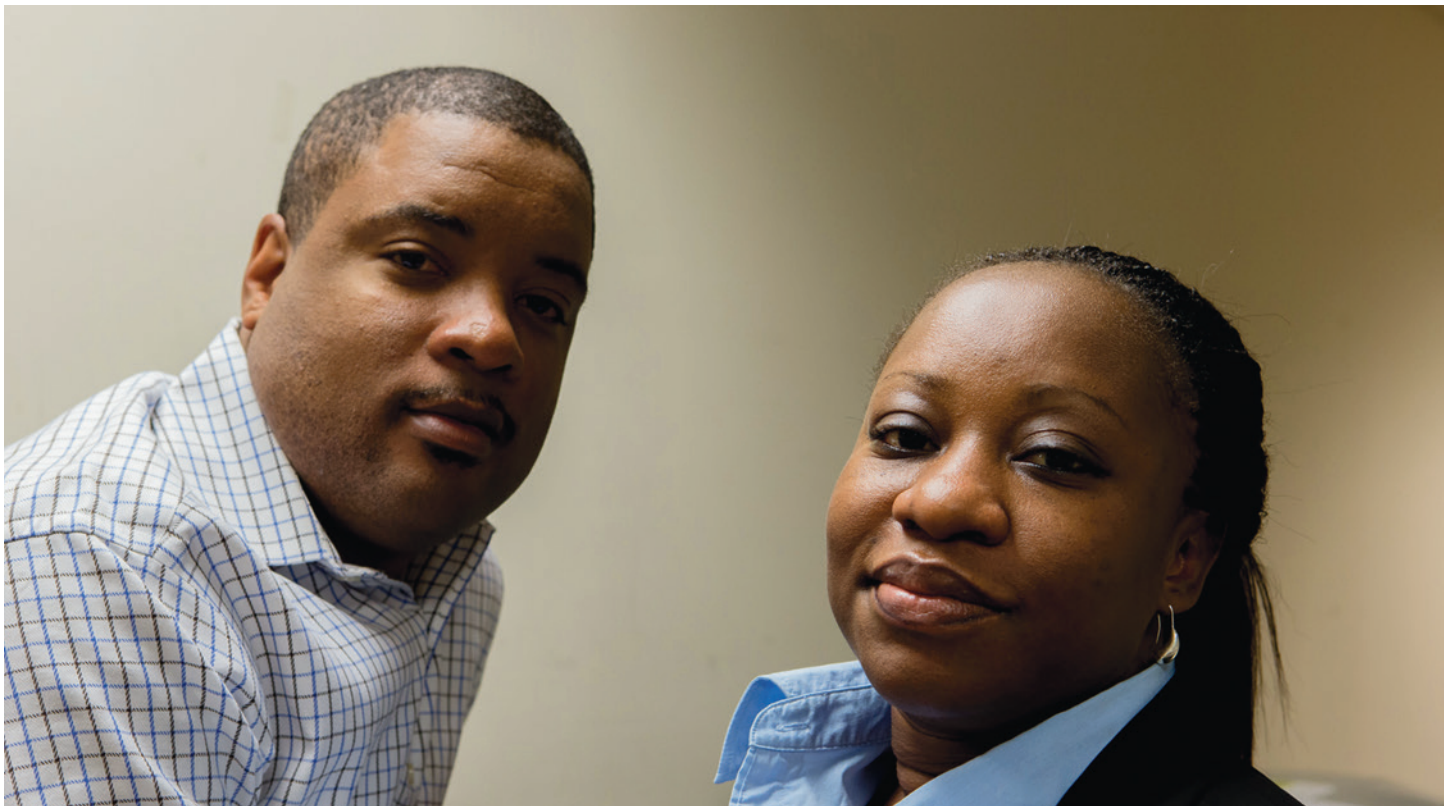


Saving the Hassle and Cost of Lost ID Cards

DEPARTMENT: Membership Administration, Mid-Atlantic States



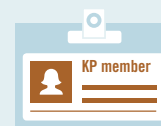
WHAT THEY DID

To improve service and capture lost revenue, this UBT reduced the number of member ID cards being sent to incorrect addresses—and ultimately destroyed. Team members:

- + Corrected member addresses by conferring with members, employer groups and KP departments
- + Retailed original cards rather than issuing duplicates
- + Worked with call center colleagues to prevent replacement cards from again going to an incorrect address

RESULTS

Cards destroyed per quarter and associated costs



728
\$67,000

BEFORE



107
\$8,200

AFTER

MARCH / APRIL 2014

Visit LMPartnership.org/quickpicks to browse an easy-to-use catalog of effective team practices.

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