

A micro education firm cuts course setup time by 75%: Sales and customer service

NONPROFIT AND EDUCATION

MICRO

SALES AND CUSTOMER SERVICE

-75%

COURSE SETUP TIME [1]

4

ADMINISTRATIVE PROCESSES REDESIGNED

<=10

PERMANENT EMPLOYEES [1]

PROBLEM

Manual course setup, paper contracts, email editing, and attendance searches created repeated work and data-entry risk. A small permanent team spent limited administrative capacity moving information between disconnected tools.

SOLUTION

KES used DMAIC, process mapping, standard work, web forms, cloud spreadsheets, visual control, and automated workflows. The redesign connected scheduling, contracts, examinations, and attendance through simpler shared data flows.

RESULT

Revision-course setup time fell by 75%. Web forms replaced paper tutor contracts, and staff could retrieve attendance reports on demand.

BUSINESS LENS

SWOT: a small permanent team had limited administrative capacity. Simple digital controls protected time for education delivery.

ASSUMPTIONS AND LIMITS

Single organization. The source does not give original hours behind the 75% reduction, and the permanent-employee count excludes part-time tutors.

DEPARTMENT APPLICATION

SALES AND CUSTOMER SERVICE

Faster records support tutors and learners.

Application analysis based on the cited source. It is not a separate measured result.

Prepared by Ocmulgee Business Process Solutions from the cited independent source. This is not an Ocmulgee client engagement or an original Ocmulgee result.

SOURCE [1]

O'Shanahan et al., 2025. Lean Six Sigma and Digitalization in a Micro-Enterprise: Kilmartin Educational Services. <https://doi.org/10.1016/j.joitmc.2025.100537>

Peer-reviewed journal case | Size basis: Ten or fewer permanent employees; the peer-reviewed study classifies KES as a microenterprise.