Building Capabilities to Drive Continuous Improvement in Information Technology

Adonis ™
P A R T N E R S
Creating Value Through Business Excellence

Managed Healthcare Company
Scale: 23,000 employees | $49.3B in Annual Revenue

Adonis Partners helped a major healthcare company establish a scalable continuous improvement framework, resulting in heightened employee engagement and optimized IT performance.

✓ Utilized Kaizen to solve key challenges including project intake and assessment

✓ Developed and implemented a framework for continuous improvement

✓ Facilitated the integration of Lean Six Sigma methodologies

4	**14**	**2k**
OpEx Areas of Opportunity Identified	Customer Engagement Improvements Implemented	Technology Associates Trained

A leading global health insurance provider sought to establish a culture of continuous improvement in its information technology sector. With over 2,000 associates spanning key areas such as change and release management, service management, security, and application development, leadership recognized an opportunity for advancement and lasting growth. They consulted Adonis Partners to establish a structured approach for continuous improvement, leveraging Lean Six Sigma methodologies to create a scalable, self-sustaining framework.

To begin the integration of Lean Six Sigma, the client's process design and governance team were divided into core teams at the Yellow Belt and Kaizen Facilitator levels. This initiative led to the launch of #IgniteCI, a department-wide movement focused on structured problem-solving and operational excellence. Recognizing that industry frameworks needed adaptation to suit IT operations, Adonis worked closely with leaders to develop customized training and a playbook for facilitating Kaizens.

By selecting high-impact projects, coaching associates, and refining critical processes, Adonis enabled the client to tackle challenges such as project intake, assessment, and testing. The result was a sustainable continuous improvement framework that boosted engagement, empowered middle management, and enhanced visibility into workloads. Employees were now excited to solve problems and get involved, leaving a lasting sense of community and rejuvenated morale.