10% Reduction in Turn Times using Flexible Staffing in Appraisal Management

1 Customer

1. U.S. Appraisal Management Company (AMC)

2 Business Situation

1. Desire to **reduce average turn time** of appraisal
2. Wanted SLK to **ramp up** to meet 100% of the volumes received

3 Solutioning

1. **Used Competency Tracker** to identify and move resources to optimize utilization
2. **Revisited and realigned FTE** numbers for teams that were overstaffed/ understaffed

4 Execution

1. Shared the **Cross Training** planner with client to understand the training needs based on the volume forecasts
2. **Resources were moved** from Post Completion Revision team to QC review team

5 Value Delivered

Reduced turn time through flexible staffing

1. Turn time reduced from average 5.75 to 5.2 days
2. Trained buffer resources available to transfer based on need/ volume changes
3. Ramp up ahead of schedule

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*We are very appreciative of your commitment to this partnership. Every day yields greater validation that we made the right choice with SLK. We are looking forward to expanding the relationship to its fullest. - **Chief Operating Officer of AMC***