45% Productivity Increase and 50% Faster Turn Time in Residential Mortgage Input function

1 Customer

1. A Leading U.S. Mortgage Bank

2 Business Situation

1. Loan input **process changes** (e.g. from regulations) resulted in reduced productivity and increased error rate
2. Inability to meet **Turn Time** requirements
3. **60% loans** entered were being **'pended'**

3 Solutioning

1. Process reengineering using **SmarTrans**
2. Separation of Inputting processes based on "Rule-based" and "Decision-based" activities **(complexity)**
3. Created a process knowledgebase for reference

4 Execution

1. Identified approval criteria for initial qualification of loans; proactively communicated compliance requirements to the brokers/ borrowers
2. Staffed for an 18 hour daily window

5 Value Delivered

Productivity improvement from:

1. 9 to 15 loans per day in the original process
2. 13 loans per day in the two separated processes

50% improvement in turn time (from 90 min to **45 min)**

5% improvement in quality

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*Managers are absolutely great to work with and are absolutely determined to help us provide the best possible customer experience while helping us follow a singular process - **VP Mortgage fulfilment Centre***