Quality Improvement of 23% & Turn Time by 5 hours in Property Search Reviews

1 Customer

1. Largest Transaction Services Provider to the Mortgage Lending industry

2 Business Situation

1. Review search packages for ALTA commitment reports
2. Low Customer satisfaction levels: **Errors were high (~28%)**
3. Turn-Time of over 7 hours

3 Solutioning

1. **Automated checklist** to reduce errors
2. State wise specific teams to handle different state regulations
3. 100% internal audits introduced

4 Execution

1. Shift timing variations to manage the volume inflow
2. Incentive structures to increase productivity
3. Initiated constant monitoring of queues and periodic reporting

5 Value Delivered

Quality improvement

1. - from 72% to 95.8% (Target = 91%)

Reduction in Turn time

1. - from 7 hours to 2 hours

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