

# Case Study: Quality & Turn Time improvement in Current Owner Searches for a Top 10 Title Company



~65% Improvement in Quality and ~59% reduction in Turn-Around Time

## BUSINESS CHALLENGE

- Customer is a Top 10 Title Insurance Underwriting company with coverage in 45 states in the U.S.
- Customer offers Current Owner Search (delinquencies, new records, liens, open encumbrances and bankruptcies)
- Customer's search process had many exceptions/ differing procedures and procedural updates

## APPROACH

- SLK conducted multiple training rounds and created detailed procedures to take care of procedural exceptions
- To improve the quality SLK introduced a three level process of Search, Exam & Typing with appropriate quality control
- SLK started with a small team and very low volumes (5-10 orders a day) to first improve quality levels
- Later rapidly hired the experienced staff to scale-up to full capacity

## BENEFITS

- 65% improvement in Quality within a span of 7 months
- 14 Hours Average Turn-Time achieved compared to 24 Hours at customer location
- Further growth achieved could be achieved - Team ramped up quickly to 25 FTE's doing an average of 70-75 orders



It's all your great efforts that the performance trend is showing incredible results. Keep up the good work.

*A leading Title Insurance Underwriting Company*

