

# Delivering 59% Quicker & with 65% Improved Accuracy in Property Current Owner Search



## The Customer

Top 10 Title Insurance Underwriting company

### Business Situation



Customer's Property search process had many exceptions

Differing procedures and procedural updates made it **hard to manage**

### Solutioning



SLK created detailed procedures to take care of procedural exceptions

Introduced **three level process** of Search, Exam & Typing with appropriate quality control

### Execution



Started with small team and low volumes (5-10 orders a day) to first improve quality levels

Later, hired experienced staff to scale-up to full capacity

### APPROACH

### Value Delivered



**65% improvement in Quality** within a span of 7 months

**59% faster: 14 Hours Average Turn-Time** in achieved in SLK compared to 24 hours at customer site



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

*Manager, Title Insurance Underwriting Company*