

Improved Turn-around Time to 4 hours for each report



BUSINESS CHALLENGE

- The customer is one of the Largest Mortgage and Title Services Provider in the U.S
- Customer provided Trustee Sale Guarantee (TSG) for foreclosures. SLK was asked to enter TSG's into the customers system
- Keying reports consisted of typing in current status of the ownership, legal description, DOTs/Mortgages, all the pending Liens and Mailings
- Product required competitive SLA's for Quality and Turn-Time (TAT) at 97% and 4 hours respectively



APPROACH

- Implemented workflow checklists and 100% internal audit before the delivery to the client as an immediate control
- Hired skilled quality analyst with similar process experience and aligned production & Quality audit teams to collaborate and fix knowledge gaps
- Daily assessment & typing tests to improve the speed and accuracy of users
- Weekly calibration sessions to identify and share the best practices



BENEFITS

- Improved quality from 91% to 99%
- Delivered TAT SLA consistently at 4 hours a report
- Customer grew volumes by ~60%

