

50% Reduction in Exceptions while managing 300% Volume Fluctuations in Participation Loans



The Customer

Top 20 Commercial Bank with Participation loans

Business Situation



Errors in monitoring participation loans due to loan specific variations

Inconsistent notice documents - difficult to interpret instructions

Processing volume variations up to **300%** at month & quarter end

Solutioning



Onsite **SmartTrans™** assessment

Streamlined the process to **reduce duplication/ rework**

Developed specific training methodology

APPROACH

Execution



Managed volume fluctuation by cross training resources

Dedicated quality team assigned to monitor quality

Suggested improvements in platform to increase stability

Value Delivered



50% reduction in exception transactions (from 12% to **6%**)

Improved quality from 90.48% to **99.35%**

Volume variations of 300% managed by cross-training resources



Thank you for the hard work & dedication. The quality target has been met or exceeded ...let's keep up the great work!

Commercial Servicing Customer Care Manager