

99.8% Accuracy, Improved Productivity and Turn Times in Reengineered Residential Mortgage Loan Boarding



The Customer

A leading regional U.S. Bank retail/ wholesale originations

Business Situation



Bank Service levels were challenged after loan boarding system upgradation

With 500+ doc types to onboard, accuracy levels dipped & **turn times increased**

Solutioning



APPROACH

SLK used its **SmartTrans** framework to implement process changes

Recommended separation of common document types by headers to **reduce types from 516 to 108**

Merged docs categorized into Closing docs, Income docs, etc. to monitor turn time separately

Execution



PDF doc type converted to "Tiff" format to improve image quality by adjusting print settings

Identified **key-board short-cuts** to split and label the pdf documents

Increased the batch limit to process more documents at one time

Value Delivered



Improved turn time compliance from 97.73% to 98.73%

Increased productivity in processing loans (from 220 to 250 loans per day)

Quality improved from 99.4% to 99.8%

Ability to handle 25% additional volume using **flexible shifts**



SLK has been a pleasure to work with over the past year. I would definitely recommend them.

Partner Relations Officer, Mortgage Division