IN THE BLINK OF AN EYE

Improving operational efficiency
through Lean and Six Sigma.

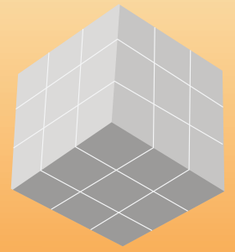
Infosys®
BPM

The client is a leading
national home loan lender
and servicer in the US.

CHALLENGES

The client faced challenges in selling loans in the secondary market and further improve the TAT as compared to industry average due to :

- High loan processing cycle time
- Huge file size causing high time in loan processing
- Negative impact on staffing, operational performance, business earnings and market share
- Multiple processing methods with non-standard time to process loans
- Lack of loan assignment mechanism based on skill set & process knowledge



SOLUTIONS

Infosys BPM carried out a detailed assessment of the client's loan review process and identified multiple solution levers using Lean and Six Sigma DMAIC (define-measure-analyze-improve-control) methodology.

The Infosys BPM team deployed the following solution:

- Developed and implemented customized training plans based on loan types to optimize process knowledge
- Categorized loans based on complexity and aligned staff as per skill set to improve TAT
- Digitized SOPs and created quick reference guides and knowledge repository for easy reference
- Conducted best practices sessions to reduce performance variance
- Deployed daily management board and visual aids to ensure strong governance and tracking

BENEFITS

The solution enabled the client to

- Improve the loan processing rate from 25 to 28 loans per person in a day
- Enhance productivity and reduce FTEs that further delivered savings

$97k
Productivity benefits

2 Minutes
Reduction in AHT

For more information, contact infosysbpm@infosys.com