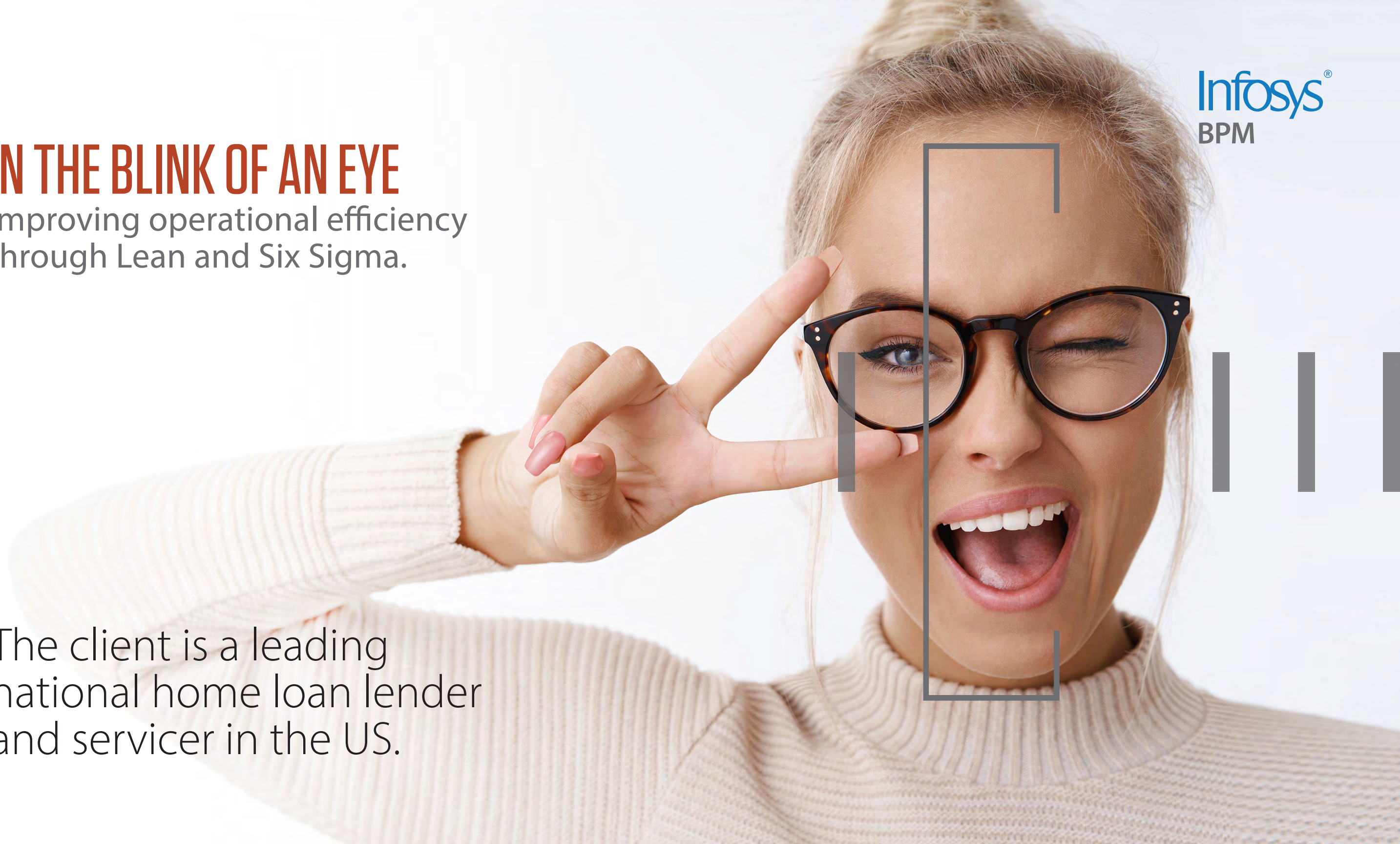


# IN THE BLINK OF AN EYE

Improving operational efficiency through Lean and Six Sigma.

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 :

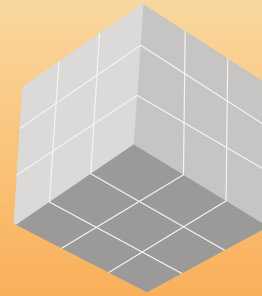
High loan processing cycle time

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](mailto:infosysbpm@infosys.com)

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