



RETAIL BANKING CASE STUDY

Mortgage Processing

Program Objective:

- Reduce operational cost per loan
- Reduce customer complaints
- Simplify processes
- Improve quality
- Decrease turnaround times
- Improve employee engagement

Results:



Increased throughput:

- Productivity improvements across areas ranged from 40% to 100%
- Unit costs decreased by 40%



Increased output per FTE:

- Loans funded per FTE/ day increased by 100%
- Credit loans funded per FTE / day increased by 60%



Turnaround times & complaints:

- Touch time on mortgage processing reduced by 60%
- Complaints rate dropped by 75%



Culture improvement:

- Engagement scores increased by 30%

Realization of benefits:

