

Consumer Construction Lending Analysis, Design and Implementation

Client Need: A top 10 bank wanted to increase its business banking consumer construction loan originations volume and improve its servicing efficiency to be more competitive in its footprint.

Solution: BenchMark analyzed current workflow at each of the client's sites from application through completion of the draw process. From these analyses, BenchMark recommended organizational and process improvements that would allow for increased throughput, accountability, ownership and the development of a monitored pipeline. BenchMark also developed service level agreements and processing performance metrics for all operational areas.

Results: The client implemented all recommendations delivered by BenchMark resulting in a 45 day reduction in the time to originate construction loans. These changes allow the bank to be more competitive and improves their market reputation.