



Loan Operations Optimization Client:

Client Need: A regional commercial bank holding company requested a subject matter expert (SME) to assist as a team member on a Loan Operations optimization/Six Sigma project. BenchMark was engaged to mentor Loan Operations management in identifying high-yielding process improvements and efficiencies in consumer and commercial lending operations to deliver better service to their customers and differentiate themselves in the marketplace.

Solution: BenchMark provided an SME that assisted management in developing analytic tools for the purpose of identifying areas and projects that could improve service delivery to their network of lenders and branches for the ultimate goal of serving their clients better. Comparisons within the industry were used to identify the most appropriate and timely improvements for the Loan Operations staff to focus their efforts.

Results: The project team recommendations allowed the group to go forward with the Six Sigma projects that will add continuous improvement and continue to allow additional loan growth while identifying proper staffing levels and efficiencies.