

Loan Operations Review

Client Need: The new president of an automobile finance company wanted an objective assessment of loan operations to identify improvement opportunities. Results would be compared to peer captive auto finance companies in the BenchMark database.

Solution: BenchMark Consulting documented the current operating environment including workflows, processes and procedures. The client's current performance was compared to that of industry peers in the Benchmark database. From that analysis, recommendations for improvement were developed and delivered.

Results: Annual potential savings of \$600,000 were identified from efficiencies and effectiveness gained from the adoption of recommendations.