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Efficiency through Effecting Change

In any system, there are bottlenecks that reduce output. Do you know where those points are in your loan department? If you don't, you should; if you do know, what have you done about it? Consider this: an investigation into your workflow and procedures by an objective third party can provide a fresh perspective, and may uncover issues that need to be resolved.

This investigation is often referred to as an Efficiency Review. It has one goal: increasing profits. This is accomplished by reducing loan processing time, decreasing overhead, eliminating duplicated work, insuring regulatory compliance and increasing cross selling opportunities. All of these can be achieved without reducing staffing levels, or extensive restructuring.

An efficiency review generally begins with an onsite investigation and analysis. A consultant will examine your existing procedures, determine to what degree they are followed, and look at each step in your lending process, from initial sales call to servicing. Once this is complete, a detailed report of your current procedures and processes recommendation will be prepared. The report should encompass the current state of affairs, but must also include concrete suggestions and explicit techniques to address inefficiencies and likely areas of future concern. The third phase is implementation and compliance. It is not enough to simply discuss the solutions, or "keep them in mind". If management does not put them into practice and periodically review employee activities, the full impact of the changes will not be seen.

If your bank is interested in increasing profits, perhaps it's time for an efficiency review. [J.R. Bruno & Associates](http://www.jrbrunoassoc.com) has performed these reviews for numerous satisfied lenders. We guarantee that we can increase your bottom line. Contact us today to schedule an initial consultation at Joanna@jrbrunoassoc.com.

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