

Navigating a Digital Mortgage Market

Achieving Operational Efficiency & Accuracy

Mary Kladde

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Achieving Operational Efficiency and Accuracy

Know the Problem before Buying - Where's the pain?

- ✓ Understand and map the current process
 - Who does it impact? Not just immediately, but throughout the process chain.
- ✓ Identify what the future looks like and map it
 - What's the end goal?
- ✓ Gain consensus

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Semantics and Vernacular Matter

- ✓ Do “they” understand the mission of Housing Authorities?
- ✓ Do “they” speak “mortgage”?
 - If “they” don’t, can you translate and interpret?
- ✓ POS – Point of Sale, Process Operating System, or something else?

Achieving Operational Efficiency and Accuracy

Buy Cheap, Buy Twice

- ✓ Apples to Apples
 - Know your people, processes, technology, and vendor partners including their people, processes, & technology

Achieving Operational Efficiency and Accuracy

Show Me

- ✓ Comparison shop
- ✓ Use the same tests and processes when vetting solutions
- ✓ Measure results
- ✓ Create accountability
- ✓ Check references
- ✓ Be realistic

Thank You!

