Over 98% Quality, 100% within Due Date for Bulk Title Search Orders



Customer



 A Tittle, Closing & Settlement Services Provider 2

Business Situation



- 1. QC of bulk order of 28,500 files (completed by other search vendors) to be completed within a 6 week time frame
- 2. End customer expected on time delivery
- 3. Inaccurate title reports could lead to potential higher financial claims

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Solutioning



- 1. Identified & aligned experienced SME's
- 2. Standard Operating Procedures created
- 3. Relevant training & certification was completed within 2 days (over the weekend)



Execution



- Real-time order status tracking and reports were published for all the stakeholders and clients
- 2. Calibration call conducted with client every alternate day
- Continuous training programs on new process updates

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Value Delivered



- 1.100% orders completed within due date
- 2. Quality levels exceeded (98.14% achieved SLA was set at 95%)
- 3. Enhanced end customer satisfaction
- 4. SLK managed overall quality completed final quality checks (QC) of search/ typing completed by other vendors

