



Between Two Wastebaskets

An Experiment “Whackifying” Corporate News

Melissa Roberts

May 2016

SLq²Cq



Ninjas Among Us: Lacie Lee

Posted by Blake Friis in Financial Services on Apr 28, 2014 10:40:05 AM

I don't mean to alarm you, but this place is crawling with Ninjas! Our series, "Ninjas Among Us" aims to unmask some of these SLQ2CQ masters to celebrate the great work they do, and offer some helpful insight to aspiring Ninjas across FS.

Lacie M. Lee is a Process Manager in FS Enterprise Services, and plays a huge role in guiding the SLQ2CQ Coaching Network in FS.



You have been very involved with the SLQ2CQ Coaching Network since it began – how has that network evolved over the last couple of years?

The network in FS was created a little over two years ago. Originally, anyone who was certified and wanted to be a coach could sign up. Over the years, I've added monthly check-ins for coaches to share best practices, and reduced the size of our coaching network to ensure consistency. We've also created a standard of expectations for our coaches, like meeting with their candidate at least twice a month and providing training support in class.

What are the most important qualities in an SLQ2CQ coach?

What I look for in a coach is someone who has been trained in SLQ2CQ, has a passion for process, patience, and has great people skills. Out of all of these, I believe people skills are most critical. It takes a certain skill set to give feedback in a way that inspires others.

Can you describe your personal history with SLQ2CQ – training, practice, tools, etc.?

Where do I start? I received Business Process Management certification in 2009. Once I was certified, I needed to find a way to keep myself polished on the artifacts. I decided to become a coach through our Enterprise team. This helped me become the expert I wanted to be in Process. In 2011, I had the opportunity to join the FS Process Governance team and help create a Coaching Network program for FS associates.



What are the biggest differences you've noticed in your daily work since embracing



The Flaw

The Home Loans Foreclosure Document Execution team must review and approve loan amounts on legal documents prior to sending them to the attorneys' offices to be filed with the courts. The verbiage on some of the documents required the team to order the original note from our company vault, which could take weeks or even months to obtain. The team was waiting for and following up on approximately 15-20 mortgage notes every month.

The Fix

Once it was identified that DOOM TWIT was at play, the ninjas formed a Circle to keep the "L" (Lean) in SLQ2CQ. A simple question to the attorneys' offices as to whether the "holder of the note" verbiage was legally required allowed the team to have the wording adjusted, avoiding the need to order an original note at all.

The Big Finish!

Asking if the document wording could be altered saved many teams and partners time and rework. Eradicating DOOM TWIT in this process improved turnaround time to servicers, reduced servicing costs, and eliminated additional inventory waste for supporting partners who supplied the team the original note. By removing over-processing, over-production, waiting, and inventory challenges, this was a big win for the Foreclosure team!





BETWEEN TWO FERNS

with ZACH
GALIFIANAKIS

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WASTE

DEFECTS

OVERPRODUCTION

OVERPROCESSING

MOTION

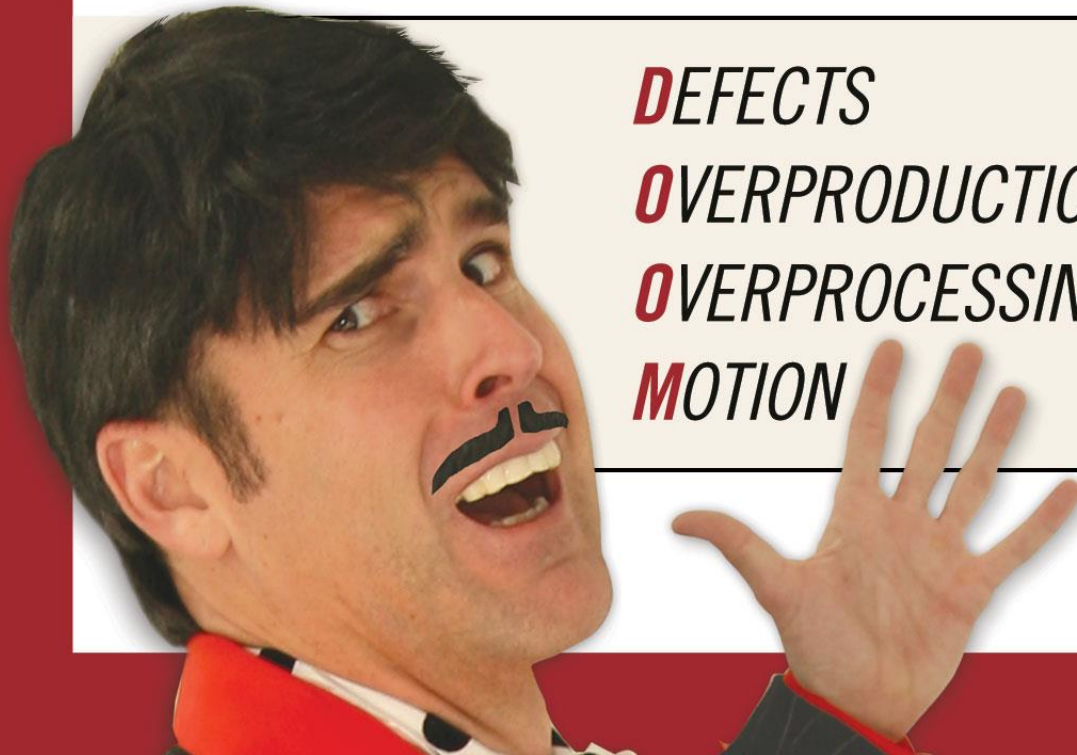
TRANSPORTATION

WAITING

INVENTORY

TALENT

(Eradicated)



BETWEEN TWO WASTE BASKETS


with

DOOM TWIT



BETWEEN TWO WASTE BASKETS

with
DOOM TWIT

▶  0:00 / 2:34  

The COAF Loan Servicing Command Center had multiple associates raise a customer concern through **Circles** and **problem escalations**. Previously, when a customer called in they had to authenticate multiple times--classic DOOM TWIT. By implementing a new tool in Titan, the team **reduced average handle time by 30 seconds per agent**. Nice work creating positive customer impact - thanks, James M. Cortez, for sharing this story!



Angela L. Van Cleve Aug 19, 2015 10:22 AM

I needed that laugh this morning...please tell me there will be more interviews!! greatness

Actions

Liked (4) Reply



Jesse B. Karassik Aug 10, 2015 4:38 PM

I laughed. I cried. Well done!

Actions

Liked (3) Reply



Lacie M. Lee Jan 12, 2016 4:27 PM

This is a huge win for our customers and agents. Nice job!

Actions

Liked (2) Reply



Jeremy C. Dalluge Jan 12, 2016 4:39 PM

Best episode yet! Fantastic job improving customer experience James!

Actions

Liked (2) Reply



Kerri A. Palmer Jan 12, 2016 4:44 PM

Congratulations! This is a tremendous accomplishment.

Actions

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