

LeanOhio Kaizen Event Fact Sheet

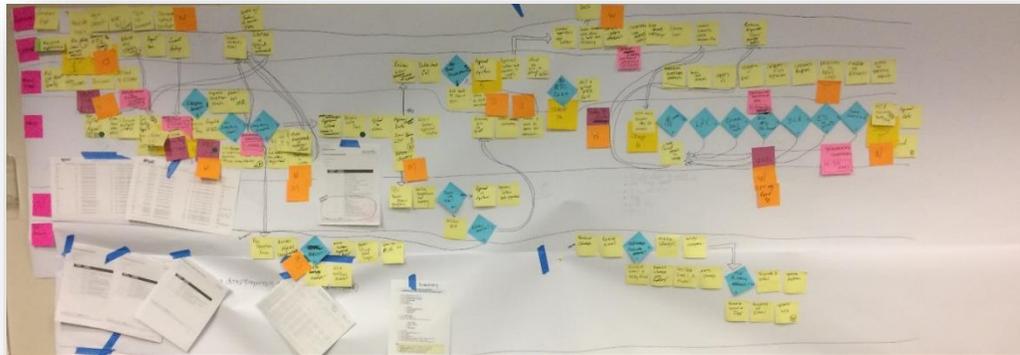
Ohio Housing Finance Agency

Issue: The Ohio Housing Finance Agency wants to be more proactive when it comes to keeping its loan pipeline up to date and clean -- while improving consistency in its process and answers.

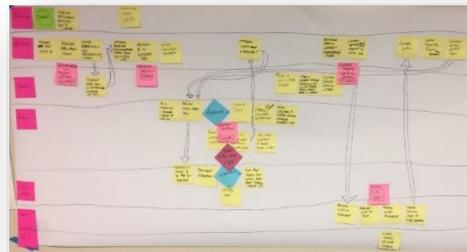
Department	Changes to Process	Metrics	As a Result
Ohio Housing Finance Agency Homeownership Process February 29 – March 4, 2016	Process steps reduced from 102 to 42 (59% reduction) Handoffs reduced from 14 to 8 (43% reduction)	The process time for homeownership loans is projected to be reduced by 15 days	Home buyers will receive OHFA homeownership products 15 days faster

Major Improvement	How it was accomplished
Process will be less confusing and more customer focused for lender	OHFA will prepare closing packages for the lender
Process will go faster with less handoffs	Eliminating checks and transitioning to wire transfers
Lenders will receive more consistent and standardized communication allowing for better service by all staff	Creating standardized conditions, forms, and emails
Process will have fewer errors	Adding a pre-eligibility wizard guiding lenders to products the borrower is qualified to receive

Current-State Process Map



Future-State Process Map



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