(#124) Dear Management:

August 13, 2019

Remember this ratio...  3 to 1.  
  
Because, it takes 3 people to clean up the mess... for every 1 time you say "yes" to a loan officer, WITHOUT walking through the effects of your decision.  
  
The inefficiency is EXPONENTIAL people!  
  
And I understand you're scared to say "no" to an LO these days, but how about "let's see what can be done to make this work."  
  
THEN go back to your ops staff and brainstorm some ideas...  
  
Fact - the more unnecessarily complicated and inefficient a process is... the more costly overhead  you need to run and maintain it.  
  
Remember - Loan officers understand interest rates and commission bps, VERY well...  
  
So how about telling them this?  
  
"If I say yes to you on this, you'll have to sell higher rates and/or get paid lower bps on your volume..."  
  
Hint - they'll become VERY amicable to lowering overhead costs after that...  
  
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